

DAFTAR PUSTAKA

- "Agency for Healthcare Research and Quality: A Profile". *Content last reviewed March 2018*. 2018. Diakses pada 25 November 2018. Dari: <http://www.ahrq.gov/cpi/about/profile/index.html>.
- Astini, A. F., 2016. "Gambaran Budaya Keselamatan Pasien Di RS Stella Mari Makassar," *Prosiding Seminar Nasional Penelitian dan PKM Kesehatan*, 6, hal. 152–163. Makasar.
- Bodur, S. & Filiz, E., 2009. "A Survey On Patient Safety Culture In Primary Healthcare Services In Turkey," *International journal for quality in health care*, 21(5), hal. 348–355. doi: 10.1093/intqhc/mzp035. Turki.
- Famolaro, T, Yount, N, Hare, R., Thornton, S., Fan, L., Birch, R., Sorra, J. "Medical Office Survey on Patient Safety Culture 2018 User Database Report". (Prepared by Westat, Rockville, MD, under Contract No. HHS 290201300003C). Rockville, MD: Agency for Healthcare Research and Quality; April 2018. AHRQ Publication No. 18-0030-EF. Amerika Serikat.
- Fleming, M. dan Wentzell, N., 2008. "Patient Safety Culture Improvement Tool: Development And Guidelines For Use.," *Healthcare quarterly*, 11(3 Spec No.), hal. 10–5. doi: 10.12927/hcq.2013.19604. Kanada.
- Flin, R., Burns, C., Mearns, K., Yule, S., Robertson, E.M., 2006. "Measuring Safety Climate In Health Care". *Quality and Safety in Health Care*, Vol. 15, no. 2, hal.109–115. doi: 10.1136/qshc.2005.014761. United Kingdom.
- Gorman, P. N., O'Malley, J. P. & Fagnan, L. J., 2012. "The Relationship of Self-Report of Quality to Practice Size and Health Information Technology," *The Journal of the American Board of Family Medicine*, 25(5), hal. 614–624. doi: 10.3122/jabfm.2012.05.120063. Amerika Serikat.
- Gunawan, Widodo, F. Y. dan Harijanto, T., 2015. "Analisis Rendahnya Laporan Insiden Keselamatan Pasien di Rumah Sakit," *Jurnal Kedokteran Brawijaya*, 28(2), hal. 206–213. Malang.
- Hickner, J., Smith, S.A., Yount, N., Sorra, J., 2016. "Differing perceptions of safety culture across job roles in the ambulatory setting: analysis of the AHRQ Medical Office Survey on Patient Safety Culture". *BMJ Quality Safety*, Vol. 25, no. 8, hal.588-594. Amerika Serikat.

Undang-Undang Republik Indonesia Nomor 13 Tahun 2003 *Tentang Ketenagakerjaan*, Jakarta.

Karlina, D., Putri, I. A. & Santoso, D. B., 2016. "Kejadian Misfile dan Duplikasi Berkas Rekam Medis Sebagai Pemicu Ketidaksinambungan Data Rekam Medis," *Jurnal Kesehatan Vokasional*, 1(1), hal. 44–52. Yogyakarta.

Peraturan Menteri Kesehatan Republik Indonesia Nomor 9 Tahun 2014 *Tentang Klinik*, doi: 10.1017/CBO9781107415324.004. Jakarta.

Peraturan Menteri Kesehatan Republik Indonesia Nomor 11 Tahun 2017 *Tentang Keselamatan Pasien*, Jakarta.. Indonesia.

Kohn, L. T., Corrigan, J. M. dan Donaldson, M. S., 2000. *To Err Is Human: Building a Safer Health System, Annales francaises d'anesthesie et de reanimation*. Washington D.C.: National Academy Press. doi: 10.1017/S095026880100509X. Amerika Serikat.

Komariah, N. S. dan Sutomo, A. H., 2014. "Budaya Keselamatan Dan Kesehatan Kerja Dalam Implementasi Keselamatan Pasien (Studi Kasus Pada Rumah Sakit X Di Kota Batam)". *Thesis*. Universitas Gadjah Mada. Yogyakarta.

Makeham, M., Dovey, S., Runciman, W., Larizgoitia, I., 2008. "Methods And Measures Used In Primary Care Patient Safety Research: Results Of A Literature Review". Dunedin New Zealand.

Mulyana, D.S. & Soewondo, P., 2013. "Analisis Penyebab Insiden Keselamatan Pasien Oleh Perawat Di Unit Rawat Inap Rumah Sakit X Jakarta". *Thesis*, Universitas Indonesia. Jakarta. Indonesia.

NHS, 2018. "Human factors and patient safety culture". *NHS Direct*. Diakses pada 1 April 2018, Dari: <http://www.nrls.npsa.nhs.uk/resources/patient-safety-topics/human-factors-patient-safety-culture/>. Inggris.

Ornelas, M. D., Pais, D. & Sousa, P. (2016) "Patient Safety Culture in Portuguese Primary Healthcare," *Quality in Primary Care*, 24(5), hal. 214–218. Lisbon.

P Parker, D., Wensing, M., Esmail, A., Valderas, J.M., 2015. "Measurement Tools And Process Indicators Of Patient Safety Culture In Primary Care. A Mixed Methods Study By The LINNEAUS Collaboration On Patient Safety In Primary Care". *European Journal of General Practice*, vol. 21, hh.26–30. doi: 10.3109/13814788.2015.1043732.

- Rachmawati, E., 2011. "Model Pengukuran Budaya Keselamatan Pasien Di RS Muhammadiyah- 'Aisyiyah Tahun 2011,'" *Prosiding Penelitian Bidang Ilmu Eksakta*, hal. 11–34. Jakarta.
- S Sacks, G.D., Shannon, E.M., Dawes, A.J., Rollo, J.C., Nguyen, D.K., Russel, M.M., Ko, C.Y., Maggard-Gibbons, M.A., 2015. 'Teamwork, communication and safety climate: a systematic review of interventions to improve surgical culture'. *BMJ Quality & Safety*, vol. 24, no. 7, hal. 458–467. doi: 10.1136/bmjqs-2014-003764. Amerika Serikat
- Sastroasmoro, S. dan Ismael, S., 2011. *Dasar-dasar Metodologi Penelitian Klinis*. 25 ed, *Sagung Seto*. 25 ed. Yogyakarta: Sagung Seto. doi: 10.1017/CBO9781107415324.004.
- Simons, P.A.M., Houben, R., Vlayen, A., Hellings, J., Pijls-Johannesma, M., Marneffe, W., Vandijck, D., 2015. "Does Lean Management Improve Patient Safety Culture? An Extensive Evaluation Of Safety Culture In A Radiotherapy Institute". *European journal of oncology nursing : the official journal of European Oncology Nursing Society*, Scotland, vol. 19, no. 1, hal. 29–37. doi: 10.1016/j.ejon.2014.08.001.
- Sokol, D.K., 2013. "'First do no harm" revisited'. *BMJ*, 347., Diakses pada Juli 2018, Dari: <https://www.bmj.com/content/347/bmj.f6426>. doi: 10.1136/bmj.f6426.
- Sorra, J., Gray, L., Famolaro, T., Yount, N., Behm, J., 2016. 'Medical Office Survey On Patient Safety Culture: User's Guide', Rockville, MD: AHRQ Publication. Washington DC. Amerika Serikat.
- Spencer, R. dan Campbell, S. M., 2015. "Tools For Primary Care Patient Safety: A Narrative Review," *BMC Family Practice*, hal. 1–8. doi: 10.1186/1471-2296-15-166.
- Sugiyono, 2008. *Metode Penelitian Pendidikan : (Pendekatan Kuantitatif, Kualitatif dan R & D)*, Alfabeta, Bandung.
- Sulistiani, L.A., 2015. Korelasi budaya keselamatan pasien dengan persepsi pelaporan kesalahan medis oleh tenaga kesehatan sebagai upaya peningkatan keselamatan dan kesehatan kerja di Rumah Sakit X dan Rumah Sakit Y tahun 2015, *Thesis*, Jakarta.
- Sutikno, 2014. *Pemimpin dan Kepemimpin: Tips Praktis untuk Menjadi Pemimpin yang diidolakan*. Lombok: Holistica Lombok.

- Timm, M. & Rodrigues, M. (2016) "Cross-cultural Adaptation Of Safety Culture Tool For Primary Health Care," *Acta Paul Enferm*, 29(1), hal. 26–37.
- Tsang, C., Bottle, A., Majeed, A., Aylin, P., 2013. "Adverse Events Recorded In English Primary Care: Observational Study Using The General Practice Research Database," *The British Journal of General Practice*, 63(613), hal. e534-42. doi: 10.3399/bjgp13X670660. Inggris.
- Ultaria, T.D., Arso, S.P. & Sriatmi, A., 2017, "Gambaran budaya keselamatan pasien di RS Roemani Muhammadiyah Semarang", *Jurnal Kesehatan Masyarakat*, 5(1), hal. 118–125. Semarang.
- Verbakel, N.J., Langelaan, M., Verheij, T.J.M., Wagner, C., Zwart, D.L.M., 2014. "Improving Patient Safety Culture in Primary Care: A Systematic Review," *Journal Patient Safety*, 3(7), hal. 1–7. doi: 10.1136/bmjopen-2013-003034.
- Wallis, K. dan Dovey, S., 2011. "Assessing patient safety culture in New Zealand primary care: A pilot study using a modified Manchester Patient Safety Framework in Dunedin general practices," *Journal of Primary Health Care*, 3(1), hal. 35–40.
- Westat, 2018. "Medical Office Survey Excel Tool." Rockville, MD: Agency for Healthcare Research and Quality (AHRQ) Publication. Amerika Serikat.
- Wijaya, A.S., Dewi, A. & Dwita, D.M., 2010. "Analisis Budaya Keselamatan Pasien Di RSU PKU Muhammadiyah Bantul". *Jurnal Manajemen Rumah Sakit*. Yogyakarta.
- World Health Organization, 2008. "The World Health Report 2008. primary health Care - Now more than ever.," *The World Health Report*, 26, hal. 148. doi: 10.12927/hcpol.2013.22778.
- World Health Organization, 2018. "Patient Safety". Diakses pada : 16 April 2018, Dari: <http://www.who.int/patientsafety/en/>.