

EFEKTIVITAS MODIFIKASI PROGRAM PELATIHAN *PATIENT SAFETY* TERHADAP PELAKSANAAN PELAPORAN INSIDEN KESELAMATAN PASIEN DI INSTALASI GAWAT DARURAT RSU SANTA ELISABETH SAMBAS

INTISARI

Latar belakang: Rumah Sakit Santa Elisabeth Sambas selalu berusaha menerapkan budaya keselamatan pasien, salah satunya di instalasi gawat darurat. Terdapat beberapa permasalahan pada budaya keselamatan pasien di instalasi gawat darurat terutama pada pelaksanaan pelaporan insiden keselamatan pasien. Permasalahan tersebut berupa rendahnya kuantitas dan kualitas pelaporan insiden keselamatan pasien di instalasi gawat darurat. Berdasarkan observasi di lapangan, staf masih mengenyampingkan kegiatan pelaksanaan pelaporan insiden keselamatan pasien dan juga masih mengalami kesulitan dalam mengidentifikasi, menilai dan cara melaporkan insiden.

Tujuan: Menerapkan modifikasi pelatihan *patient safety* di IGD RSU St. Elisabeth Sambas untuk memperbaiki kuantitas dan kualitas dari pelaksanaan pelaporan IKP di IGD. Secara khusus mengukur efektivitas modifikasi pelatihan *patient safety* melalui kepuasan, sikap *patient safety*, pengetahuan, kuantitas dan kualitas laporan insiden keselamatan pasien peserta saat sebelum dan sesudah implementasi modifikasi pelatihan.

Metode: Jenis penelitian adalah quasi eksperimental dengan *one group pre & post test design*, yang terdiri dari: 1) Tahap persiapan, dilakukan sosialisasi terkait maksud dan tujuan penelitian serta mengambil data terkait pelatihan dan pelaporan insiden keselamatan pasien pada tahun 2019, 2) Tahap perencanaan, peneliti merencanakan ide perbaikan dan menetapkan intervensi, 3) Tahap implementasi, peneliti mengimplementasikan intervensi kepada partisipan, 4) Tahap evaluasi, menilai sikap *patient safety* partisipan serta menilai dan membandingkan kepuasan pelatihan, selisih nilai *pre* dan *post test*, kuantitas dan kualitas laporan insiden keselamatan pasien.

Hasil dan Pembahasan: Setelah dilakukan modifikasi pelatihan, melalui uji *paired sample t test* dan Wilcoxon diperoleh perbedaan hasil kepuasan pelatihan dari perbandingan total skor likert ($P=0,001$), sikap *patient safety* yang baik dari total skor likert (79,1%), perbedaan pengetahuan dari perbandingan selisih nilai *pre* dan *post test* ($P=0,009$), perbedaan kuantitas laporan ($P=0,007$) dan perbedaan kualitas laporan ($P=0,008$).

Kesimpulan: Modifikasi pelatihan dengan kombinasi dari beberapa metode seperti simulasi, *team based learning*, *audit and feedback on performance*, *course* dan *educational* efektif dalam meningkatkan kuantitas dan kualitas pelaporan IKP di IGD RSU St. Elisabeth Sambas.

Kata Kunci: *Patient safety*, pelaporan insiden keselamatan pasien, instalasi gawat darurat, pelatihan *patient safety*.

THE EFFECTIVENESS OF PATIENT SAFETY TRAINING MODIFICATION ON THE IMPLEMENTATION OF PATIENT SAFETY INCIDENT REPORTING IN EMERGENCY DEPARTMENT SANTA ELISABETH SAMBAS HOSPITAL

ABSTRACT

Background: St. Elisabeth Hospital always tries to implement the patient safety culture, one of which is in an ER (Emergency Room) department. There are several problems with patient safety culture in the ER, especially in the implementation of patient safety incident reporting which are low quantity and quality of the reports. Based on field observations, staff still put incident reporting aside and also have difficulty identifying, assessing and reporting incidents.

Objective: Implementing a modified patient safety training program at the St. Elisabeth Hospital ER department to improve the quantity and quality of patient safety incident reporting. In particular, it will measure the effectiveness of modified patient safety training program through the satisfaction of the participants, the patient safety attitudes of the participants, knowledge of the participants, the quantity and quality of patient safety incident reports before and after the implementation of training program modification.

Method: The type of research is quasi experimental with one group pre & post test design, which consists of: 1) The preparation stage, socialization related to the aims and objectives of the research, collecting data related to training program and patient safety incident reports on 2019, 2) The planning stage, determining improvement ideas and setting interventions, 3) The implementation stage, implementing the intervention to participants which has been chosen and socialized, 4) The evaluation stage, assessing patient safety attitude of the participants, assessing and comparing the training satisfaction from the participants, the differences of the pre & post test scores, also the quantity and quality of patient safety incident reports before and after the implementation.

Result and Discussion: After the implementation of modified patient safety training program, through paired sample t test and Wilcoxon test, showed there were a difference in the the result of training satisfaction based on total likert scale ($P=0,001$), good patient safety attitude based on total likert scale (79,1%), the difference in knowledge based on pre and post test's score difference ($P=0,009$), the difference incident report's quantity ($P=0,007$) and incident report's quality ($P=0,008$)

Conclusion: Combination of several training methods on modified patient safety training program such as simulation, team based learning, audit and feedback on performance, course and educational was effective on improving quantity and quality of patient incident reporting in St. Elisabeth Hospital ER.

Keywords: Patient safety, patient incident reporting, ER department, patient safety training