

HUBUNGAN PERSEPSI PRAMUSAJI MENGENAI BUDAYA KESELAMATAN PASIEN DAN INSIDEN KESELAMATAN PASIEN (IKP) DENGAN TINDAKAN IDENTIFIKASI PASIEN PADA PROSES PENYAJIAN DIET DI RSUP DR. SARDJITO YOGYAKARTA

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INTISARI

Latar Belakang: Budaya keselamatan pasien merupakan hal yang penting untuk diterapkan pada pelayanan gizi terutama proses penyajian diet sebagai upaya mencegah kesalahan yang berdampak pada Insiden Keselamatan Pasien (IKP). Dalam hal pelaporan IKP, diantara petugas kesehatan cenderung untuk tidak melaporkan IKP karena tidak merasa penting dan rasa takut terhadap tuntutan medikolegal rumah sakit serta masih tertanamnya persepsi budaya saling menyalahkan. RSUP Dr. Sardjito sebagai rumah sakit terakreditasi KARS dan JCI sudah semestinya mengarahkan pelayanan rumah sakit dengan prioritas utama keselamatan pasien untuk menjamin mutu, standar kualitas jasa, dan perlindungan yang aman bagi pasien.

Tujuan: Untuk mengetahui hubungan persepsi pramusaji mengenai budaya keselamatan pasien dan Insiden Keselamatan Pasien (IKP) dengan tindakan identifikasi pasien pada proses penyajian diet di RSUP Dr. Sardjito Yogyakarta.

Metode: Penelitian ini menggunakan metode penelitian *Mix Method Research* yaitu metode deskriptif kuantitatif dengan rancangan *cross sectional* dan metode kualitatif dengan wawancara mendalam. Pengambilan sampel menggunakan teknik *total sampling* yang melibatkan sebanyak 76 pramusaji RSUP Dr. Sardjito Yogyakarta. Tingkat persepsi diukur dengan kuesioner dan wawancara mendalam sementara tindakan diukur dengan pengamatan/observasi langsung. Data dianalisis menggunakan *uji Chi Square*.

Hasil Penelitian: Hasil uji *Chi Square* data persepsi budaya keselamatan pasien dan Insiden Keselamatan Pasien (IKP) dengan tindakan identifikasi pasien didapatkan nilai p sebesar 0,101 ($p > 0,05$)

Kesimpulan: Tidak ada hubungan antara persepsi budaya keselamatan pasien dan Insiden Keselamatan Pasien (IKP) dengan tindakan identifikasi pasien pada proses penyajian diet.

Kata Kunci: persepsi, tindakan identifikasi pasien, keselamatan pasien, Insiden Keselamatan Pasien (IKP), pramusaji

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**THE FOOD SERVICE WORKER'S PERCEPTION IN RELATION TO
THE PATIENT SAFETY CULTURE AND PATIENT SAFETY INCIDENT
THROUGH PATIENT IDENTIFICATION IN THE PROCESS OF DIET SERVING
IN RSUP DR. SARDJITO YOGYAKARTA**

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ABSTRACT

Introduction: Culture of patient safety is an essential component within health care services, in particular nutrition assessment and diet modification, to prevent errors which could affect the patient safety incident. However, in the event of patient safety incident, there is a tendency of not reporting the incident due to lack a feeling of importance and fear of medico-legal claim from the hospital, as well as blaming culture among the health officers. RSUP Dr. Sardjito as a hospital with KARS and JCI accreditation, should be conducting its health care services with patient safety as the main priority to provide quality assurance, to improve the standards for quality services, and to support patient protection in the hospital.

Aim: To find out the relation between the food service worker's perception on patient-safety-culture and patient safety incident in hospital, through patient identification in the process of diet serving in RSUP Dr. Sardjito Yogyakarta.

Method: This research was conducted by using Mix Method Research which uses quantitative descriptive approach with cross sectional design and quantitative approach through deep interviews. Samples was obtained by using "*total sampling*" techniques which involved 76 food service workers in RSUP Dr. Sardjito Yogyakarta. The level of perception was measured through questionnaires and in depth interviews, whereas actions was measured through direct observation. Data were analyzed using the Chi Square Test.

Result: The data result of Chi Square Test on patient safety culture perception and patient safety incident through patient identification has shown that p value equals to 0,101 ($p > 0,05$).

Conclusion: There is no relation between the food service worker's perception on patient safety culture perception and patient safety incident through patient identification in the process of diet servings.

Keyword: perception, patient identification, patient safety culture, patient safety incident, food service workers in hospital

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