

## INTISARI

**Latar Belakang:** Dalam rangka upaya meningkatkan keselamatan pasien di RSUD Hj. Anna Lasmanah Banjarnegara, peneliti mengembangkan sistem pencatatan dan pelaporan Insiden Keselamatan Pasien (IKP) berbasis web. Sistem Pencatatan dan Pelaporan Insiden Keselamatan Pasien (IKP) Berbasis Web dianggap efektif untuk mendukung keterbukaan budaya keselamatan pasien.

**Tujuan:** Memperbaiki mekanisme pencatatan dan pelaporan IKP di rumah sakit dengan mempertimbangkan kenyamanan, kemudahan, dan kerahasiaan, sehingga dapat mendukung upaya peningkatan keselamatan pasien di rumah sakit.

**Metode:** Jenis penelitian yang digunakan adalah *action research*. Lokasi penelitian di RSUD Hj. Anna Lasmanah Banjarnegara. Partisipan penelitian berjumlah 7 (tujuh) orang. Penelitian dimulai dengan identifikasi kebutuhan melalui wawancara, observasi dan studi dokumentasi. Proses pembuatan prototipe sistem dilakukan berdasarkan hasil identifikasi kebutuhan. Proses evaluasi dilaksanakan melalui pemberian kuesioner kepada 40 orang pengguna untuk menilai aspek kegunaan. Evaluasi aspek kepentingan, penerimaan secara ilmiah, keterbukaan dan kelayakan dilaksanakan dengan melakukan observasi dan wawancara informan Analisis data hasil wawancara dianalisis secara kualitatif, melalui proses transkrip data, koding transkrip dan mengkategorisasikannya. Analisis data hasil pengisian kuesioner dilakukan dengan perhitungan rata-rata.

**Hasil:** Penelitian ini menghasilkan prototipe sistem pencatatan dan pelaporan IKP yang disesuaikan dengan kebutuhan dasar pengguna. Sebagian besar (91,96%) peserta uji coba merasa puas terhadap sistem yang dikembangkan. Prototipe sistem ini layak untuk diterapkan di rumah sakit, namun perlu adanya perbaikan dan peningkatan baik dari segi aplikasi program, infrastruktur jaringan maupun kemampuan SDM.

**Kesimpulan:** Prototipe sistem yang dikembangkan diharapkan dapat memperbaiki mekanisme pencatatan dan pelaporan IKP di rumah sakit dengan memperhatikan kenyamanan, kemudahan, dan kerahasiaan, sehingga dapat mendukung upaya peningkatan keselamatan pasien di rumah sakit.

**Kata Kunci:** keselamatan pasien, insiden, prototipe, berbasis web

## ABSTRACT

**Background:** In an effort to improve patient safety in Hj. Anna Lasmanah Hospital Banjarnegara Regency, research developed a web-based incident reporting system. This is an effective tool with advantages suitable for promoting an open culture for patient safety.

**Objective:** Improve incident reporting mechanisms in hospital considering the comfort, convenience and confidentiality, so that it can support the efforts of improve patient safety.

**Methods:** This was action research design, conducted at the Hj. Anna Lasmanah Hospital Banjarnegara Regency. Research participants amounted to 7 (seven) people. The research began with the identification of needs through interviews, observation and study of documentation. The process of making the prototype systems was based on the results of the identification of needs. The evaluation process was carried out using a questionnaire, distributed to 40 participants to assess usability. While for evaluating importance, scientifically acceptable, transparency, and feasibility, we conducted observation and interviews with participants. Interview data were analyzed qualitatively, through the process of data transcription, coding and categorization. Data from questionnaires done by calculating the average.

**Results:** This research resulted a prototype incident reporting system that accommodated to the basic needs of the user. Most participants (91,96%) were satisfied with the application developed. The prototype system is considered appropriate to be applied in the hospital, with some suggestions for the need for improvement regarding the application program, network infrastructure and human resource capacity.

**Conclusion:** A prototype system developed was considered can improve incident reporting mechanisms in hospital considering the comfort, convenience and confidentiality, so that it can support the efforts of improve patient safety.

**Keywords:** patient safety, incident, prototype, web-based