

**PaSIR (Patient Safety Incident Reporting)  
Suatu Sistem Pelaporan dan Monitoring  
Upaya Peningkatan Mutu dan Keselamatan Pasien di Rumah Sakit**

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**Abstrak**

**Latar belakang:** Isu keselamatan pasien kembali menjadi fokus perhatian setelah adanya laporan dari IOM (1999); *To err is human, buiding a safer health system*, menyatakan bahwa berdasarkan proyeksi, ada 44.000 hingga 98.000 kematian setiap tahun karena kesalahan medis yang dapat dicegah. Di Indonesia, tim KKPRS melaporkan terdapat 877 insiden dalam rentang waktu tahun 2006 – 2011. Tim keselamatan pasien menggunakan laporan insiden sebagai sumber data utama untuk memantau keselamatan pasien di rumah sakit. Keberhasilan pelaporan insiden sangat bergantung dari peran semua staf di rumah sakit. Berbagai upaya perlu ditingkatkan untuk membiasakan staf melaporkan insiden yang ditemui. Penelitian ini berfokus pada eksplorasi peran dan hambatan staf di rumah sakit terkait pelaporan insiden dan pengembangan sistem pelaporan insiden di rumah sakit.

**Metode:** Jenis penelitian ini adalah kualitatif dengan studi kasus. Penelitian terdiri dari 2 tahap: tahap pertama penelitian eksplorasi manajemen laporan insiden. Penelitian tahap kedua adalah pengembangan sistem pelaporan insiden elektronik dengan melibatkan kebutuhan pengguna. Pengumpulan data menggunakan studi dokumentasi, wawancara, observasi, FGD, dan angket. Analisis data kualitatif menggunakan aplikasi atlas.ti 8.

**Hasil:** Tren laporan insiden selama tahun 2016 – 2018 mengalami penurunan, secara berturut-turut jumlah laporan yang terkumpul pertahun adalah 211, 144, dan 74 laporan. Penurunan jumlah laporan insiden dipengaruhi beberapa faktor. Semua staf mempunyai peran penting dan saling mempengaruhi untuk dapat meningkatkan kesadaran melaporkan insiden. Fasilitas kemudahan melaporkan insiden menjadi tawaran menarik untuk memotivasi staf melaporkan insiden yang ditemui selama perawatan pasien di rumah sakit. Sistem pelaporan elektronik insiden keselamatan pasien yang diberi nama PaSIR sebagai fasilitas untuk melaporkan dan monitoring laporan insiden di rumah sakit dikembangkan dengan melibatkan pengguna pada setiap tahapannya. Proses pengembangan Sistem PaSIR mengikuti tahap pengembangan siklus hidup pengembangan sistem.

**Kata kunci:** Laporan Insiden, Keselamatan Pasien, Pengembangan Sistem, Sistem Monitoring.

**PaSIR (Patient Safety Incident Reporting)  
A Reporting and Monitoring System  
Efforts to Improve Quality and Patient Safety In Hospital**

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**Abstract**

**Background:** The issue of patient safety returned to the focus of attention after the report from IOM (1999); To err is human, building a safer health system, states that based on projections, there are 44,000 to 98,000 deaths each year due to preventable medical errors. In Indonesia, the KKPRS team reported that there were 877 incidents between 2006 – 2011. The patient safety team used incident reports as the primary data source to monitor patient safety in hospitals. The success of incident reporting is highly dependent on the role of all staff in the hospital. It is necessary to make various efforts to improve the habit of reporting the team after finding incidents. This study focuses on exploring the parts and barriers of the team in hospitals regarding incident reporting and developing an incident reporting system in hospitals.

**Methods:** This type of research is qualitative with case studies. The research consisted of 2 stages: the first stage was exploratory research on incident report management. The second stage of research is the development of an electronic incident reporting system by involving user needs. Data collection uses documentation studies, interviews, observations, FGDs, and Questionnaires. Qualitative data analysis using the atlas.ti 8 application.

**Results:** The trend of incident reports during 2016 – 2018 has decreased, respectively, the number of information collected per year is 211, 144, and 74 essays. Several factors influenced the decrease in the number of incident reports. All staff have an important role and influence each other to raise awareness of reporting incidents. The ease of reporting incidents becomes an attractive offer to motivate the team to report incidents encountered during patient care in the hospital. An electronic patient safety incident reporting system named PaSIR as a facility for reporting and monitoring incident reports in hospitals was developed by involving users at every stage. The PaSIR System development process follows the development stage of the system development life cycle.

**Keywords:** Incident Report, Patient Safety, System Development, Monitoring System