ANALISIS BUDAYA *PATIENT SAFETY* RUMAH SAKIT QUEEN LATIFA YOGYAKARTA

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ABSTRAK

Latar belakang: Pelayanan Kesehatan sekarang berkonsentrasi pada Patient safety. Hal ini berhubungan dg KTD. Data insidensi Keselamatan RS Queen Latifa 2014 ada 15 Insidensi, dan meningkat kejadiannya pada 2015 dengan total 66 insidensi. *Patient safety* dipengaruhi oleh budaya individu dan sistem yang berjalan di dalam organisasi tersebut. Sehingga perlu dikaji bagaimana budaya patient safety di RS Queen Latifa.

Metode: Jenis penelitian deskriptif kuantitatif dengan pendekatan *cross sectional* ,mendeskripsikan budaya keselamatan pasien di RS Queen Latifa Yogyakarta, Kemudian dianalisis antara Profesi, Intensitas kerja dan Lama Kerja dengan 12 Dimensi Budaya Patient safety. Pengukuran menggunakan kuesioner AHRQ (*Agency For Healthcare Research and Quality*) 2004. Penelitian dilakukan pada 22-26 Desember 2015. Jumlah sample 70 responden.

Hasil dan Pembahasan: Dari 12 dimensi Budaya *Patient Safety* RS Queen Latifa yang masuk dalam kategori Baik adalah dimensi Timbal Balik Kesalahan , Kerjasama Intrabagian, Pembelajaran Organisasi , dan Kerjasama antar bagian . Sedangkan 8 Dimensi yang lainnya masuk dalam kategori cukup. Skor prosentase terkecil didapatkan pada 2 dimensi yaitu Staff/pegawai (52%) dan sangsi kesalahan (56%), dan nilai ini terjadi pada semua kategori kelompok pegawai baik profesi, intensitas kerja maupun lama kerja. Hal ini terjadi karena kebanyakan pegawai takut melaporkan KTD karena sistem yang ada masih fokus pada individu bukan sistem seperti hasil dalam penelitian Singer ,2003.

Simpulan dan Saran: Budaya *patient safety* di RS Queen Latifa mayoritas dalam kategori cukup sehingga masih perlu ditingkatkan lagi, terutama pada dimensi Staff/pegawai dan Sangsi kesalahan.

Kata Kunci: Budaya *patient safety*, profesi, Intensitas kerja, lama kerja

PATIENT SAFETY CULTURE ANALYSIS
OF QUEEN LATIFA HOSPITAL YOGYAKARTA

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ABSTRACT

Background: Public Health Service concentrate on patient safety. This associated with adverse event. Incidence of Queen Latifa Hospital in 2014 were 15 Incidences, and increased in 2015 total 66 incidences. Patient safety is influenced by culture of individuals and systems that run inside the organization. So it is necessary to study the culture of patient safety in Queen Latifa Hospital.

Methods: Descriptive quantitative research with cross sectional approach, describe the patient safety culture in Queen Latifa Hospital Yogyakarta. Then analyzed the profession, work intensity and duration of work with 12 Dimensions of Patient safety culture. Measurements using questionnaire from AHRQ 2004. The study was conducted on 22 to 26 December 2015. The sample are 70 respondents.

Results and Discussion: From 12 dimensions of Patient Safety Culture Queen Latifa Hospital , the results Good are the dimension of Feedback to Errors, teamwork within units, Organizational Learning, and teamwork across units. While eight other dimensions are included in the fair category. The smallest percentage score obtained in two dimensions, Staffing (52%) and nonpunitive response to errors (56%), and this value occurred in all categories of employee groups either profession, work intensity and duration of work. This happens because most employees are afraid to report adverse event because the existing system is still focused on individuals rather than system as the result of the research Singer, 2003.

Conclusions and Recommendations: The culture of patient safety in hospitals Queen Latifa majority are Fair categories so there is still need for improvement, especially on the dimensions of Staffing and nonpunitive response to errors.

Keywords: Patient safety Culture, profession, work intensity, duration of work