

Analisis Hubungan Sikap dan Pengetahuan Petugas terhadap Keselamatan Pasien di RSIA Bina Medika Tahun 2022

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Abstrak

Keselamatan adalah isu fundamental bagi rumah sakit, dimana keselamatan pasien merupakan prioritas utama karena berkaitan dengan kualitas dan nama baik rumah sakit. Pelaksanaan keselamatan pasien di rumah sakit dipengaruhi oleh berbagai faktor, antara lain faktor individu, faktor psikologis dan faktor organisasi. Pada tahun 2021, RSIA Bina Medika telah melakukan pengukuran budaya keselamatan pasien dimana diketahui bahwa budaya keselamatan pasien di RSIA Bina Medika masih tergolong rendah. Selain itu, pada tahun 2021 tercatat telah terjadi 37 insiden keselamatan pasien di RSIA Bina Medika, dimana tercatat telah terjadi 1 kejadian sentinel. Oleh sebab itu, penelitian ini dilakukan untuk mengetahui gambaran penerapan keselamatan pasien di RSIA Bina Medika pada tingkat individu dengan melakukan telaah dokumen Ongoing Professional Practice Evaluation (OPPE). Penelitian ini juga dilakukan untuk mengetahui gambaran sikap petugas terhadap keselamatan pasien dan hubungannya, serta gambaran pengetahuan petugas terhadap keselamatan pasien dan hubungannya. Selain itu, penelitian ini dilakukan untuk menemukan strategi yang tepat yang harus dilakukan manajemen rumah sakit dalam rangka meningkatkan keselamatan pasien di RSIA Bina Medika. Penelitian ini adalah penelitian mix method dengan pendekatan cross-sectional, dimana dilakukan survei kuesioner terkait sikap (dengan SAQ-INA) dan pengetahuan, serta wawancara mendalam, Focus Group Discussion (FGD) dan telaah dokumen terkait termasuk OPPE bagian Keperawatan tahun 2021. Dari hasil penelitian diketahui bahwa 54% petugas menerapkan keselamatan pasien dengan baik. Lalu, diketahui bahwa 56% petugas bersikap negatif terhadap keselamatan pasien dan 78% petugas berpengetahuan baik. Tidak ada hubungan yang signifikan antara sikap petugas dengan keselamatan pasien, begitu pula pengetahuan ($p=1$ dan $p=0,08$). Dari wawancara mendalam diketahui terdapat beberapa kendala dalam pelaksanaan keselamatan pasien di RSIA Bina Medika. Dari FGD didapatkan berbagai strategi peningkatan keselamatan pasien di RSIA Bina Medika yang akan diterapkan kedepannya. Dari keseluruhan penelitian ini diketahui bahwa penerapan keselamatan pasien di RSIA Bina Medika masih belum baik karena terdapat beberapa kendala dalam pelaksanaan keselamatan pasien di RSIA Bina Medika. Mayoritas petugas sudah berpengetahuan baik, namun masih banyak petugas yang bersikap negatif terhadap keselamatan pasien. Selain sikap dan pengetahuan, diketahui banyak faktor lainnya yang juga turut berkontribusi dalam pelaksanaan keselamatan pasien di RSIA Bina Medika.

Safety is a fundamental issue for hospitals, where patient safety is a top priority because it relates to hospital's quality and reputation. The implementation of patient safety in hospitals is influenced by various factors, such as individual factor, psychological factor and organizational factor. In 2021, RSIA Bina Medika had measured patient safety culture where the result showed that patient safety culture at RSIA Bina Medika was still relatively low. In addition, in 2021 there was 37 patient safety incidents at RSIA Bina Medika, where 1 sentinel incident had been recorded. Therefore, this research was conducted to find out the description of the implementation of patient safety at RSIA Bina Medika at individual level by conducting a review of the Ongoing Professional

Practice Evaluation (OPPE) document. This study was also conducted to describe staff's attitude towards patient safety and its relationship, as well as an overview of the staff's knowledge of patient safety and its relationship. In addition, this research was conducted to find the right strategy that hospital management must implement in order to improve patient safety at RSIA Bina Medika. This research was a mixed method research with a cross-sectional approach, in which a questionnaire survey was carried out regarding attitudes (with SAQINA) and knowledge, as well as in-depth interviews, Focus Group Discussion (FGD) and a review of related documents including the 2021 OPPE of Nursing section. The research results showed that 54% of staff implement patient safety well. Then, it was known that 56% of staff had a negative attitude towards patient safety and 78% of staff had good knowledge. There was no significant relationship between staff's attitudes and patient safety, as well as knowledge ($p = 1$ and $p = 0.08$). From in-depth interviews it was known that there were several obstacles in implementing patient safety at RSIA Bina Medika. From the FGD, various strategies were obtained to improve patient safety at RSIA Bina Medika which will be implemented in the future. From all of this research it was known that the implementation of patient safety at RSIA Bina Medika was still not good because there were several obstacles in implementing patient safety at RSIA Bina Medika. The majority of staffs had good knowledge, but there were still many staffs who had negative attitude towards patient safety. Apart from attitude and knowledge, it was known that there were many other factors that also contribute to the implementation of patient safety at RSIA Bina Medika.