

# Efektivitas Leadership WalkArounds Di Rumah Sakit Harapan Jayakarta Jakarta Timur Tahun 2023

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## Abstrak

<div style="text-align: justify;"><span><span>Latar Belakang: Keselamatan pasien merupakan prioritas utama dalam pelayanan kesehatan. Rendahnya tingkat pelaporan insiden keselamatan pasien di Rumah Sakit Harapan Jayakarta menjadi perhatian serius. Leadership WalkArounds diimplementasikan sebagai upaya untuk meningkatkan pelaporan insiden dan memperkuat budaya keselamatan pasien. Tujuan: Penelitian ini bertujuan untuk mengevaluasi efektivitas implementasi Leadership WalkArounds di Rumah Sakit Harapan Jayakarta terhadap persepsi staf tentang komunikasi terbuka, respon tidak menghukum, frekuensi pelaporan insiden, dan umpan balik terkait kesalahan, serta mengidentifikasi hambatan yang mungkin terjadi. Metode: Penelitian ini menggunakan metode campuran dengan pendekatan sequential explanatory. Tahap pertama melibatkan survei kuantitatif terhadap 47 staf Rumah Sakit Harapan Jayakarta untuk mengukur persepsi mereka. Tahap kedua melibatkan wawancara mendalam dengan 5 informan kunci dan telaah dokumen untuk mendapatkan pemahaman yang lebih mendalam. Hasil: Hasil survei menunjukkan bahwa Leadership WalkArounds efektif dalam meningkatkan persepsi staf tentang komunikasi terbuka, respon tidak menghukum, frekuensi pelaporan insiden, dan umpan balik terkait kesalahan. Wawancara dan telaah dokumen mengungkapkan bahwa rendahnya partisipasi dokter, inkonsistensi jadwal pelaksanaan, ketiadaan daftar pertanyaan terstruktur, sistem pelaporan insiden yang masih manual, dan belum optimalnya komposisi dewan pengawas menjadi hambatan dalam implementasi Leadership WalkArounds. Kesimpulan: Leadership WalkArounds efektif dalam meningkatkan budaya keselamatan pasien di Rumah Sakit Harapan Jayakarta. Namun, beberapa hambatan perlu diatasi untuk mengoptimalkan efektivitasnya.</span></span></div><hr /><div style="text-align: justify;"><span><span>Background:

Patient safety is a top priority in healthcare. The low rate of patient safety incident reporting at Harapan Jayakarta Hospital is a serious concern. Leadership WalkArounds were implemented as an effort to improve incident reporting and strengthen the patient safety culture. Objectives: This study aims to evaluate the effectiveness of Leadership WalkArounds implementation at Harapan Jayakarta Hospital on staff perceptions of open communication, non-punitive response, incident reporting frequency, and feedback related to errors, as well as to identify potential barriers. Methods: This study uses a mixed-methods approach with a sequential explanatory design. The first stage involves a quantitative survey of 47 staff at Harapan Jayakarta Hospital to measure their perceptions. The second stage involves in-depth interviews with 5 key informants and document reviews to gain a deeper understanding Results: The survey results show that Leadership WalkArounds are effective in improving staff perceptions of open communication, non-punitive response, incident reporting frequency, and feedback related to errors. Interviews and document reviews reveal that low physician participation, inconsistent implementation schedules, lack of structured question lists, manual incident reporting systems, and a suboptimal board of supervisors composition are barriers to Leadership WalkArounds implementation. Conclusion: Leadership WalkArounds are effective in improving the patient safety culture at Harapan Jayakarta Hospital. However,

several barriers need to be addressed to optimize their effectiveness. Keywords: Leadership WalkArounds, patient safety, safety culture, open communication, non-punitive response, incident reporting.