# ARTIKEL

**PENGEMBANGAN PROGRAM PENGUATAN BUDAYA KESELAMATAN PASIEN DALAM UPAYA PENINGKATAN KINERJA KARYAWAN DI UNIT RAWAT INAP PENYAKIT DALAM RUMAH SAKIT SANTO YUSUP BANDUNG**

**( Studi Kasus )**

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**ABSTRAK**

Salah satu pendekatan untuk meningkatkan keselamatan pasien dan kinerja karyawan adalah dengan membangun budaya keselamatan pasien. Walaupun di unit penyakit dalam Rumah Sakit Santo Yusup sudah cukup lama melaksanakan program keselamatan pasien, tetapi ternyata kinerja karyawan belum mencapai hasil kinerja yang diharapkan dan belum pernah dilakukan penelitian tentang budaya keselamatan pasien. Penelitian ini bertujuan untuk mengetahui dan menganalisis budaya keselamatan pasien yang berjalan, kinerja karyawan di unit rawat inap penyakit dalam, faktor-faktor yang menghambat dalam implementasi budaya keselamatan di unit rawat inap penyakit dalam rumah sakit Santo Yusup Bandung dan pengembangan program penguatan budaya keselamatan pasien untuk meningkatkan kinerja karyawan di unit rawat inap penyakit dalam rumah sakit Santo Yusup Bandung. Penelitian ini merupakan penelitian kualitatif, namun diawali dengan survei kepada 195 profesional pemberi asuhan yang langsung berhubungan dengan pasien di unit rawat inap penyakit

dalam Rumah Sakit Santo Yusup Bandung yaitu tenaga medis, perawat dan tenaga penunjang pelayanan medis dengan menggunakan kuesioner HSOPSC ( *Hospital Survei on Patient safety Culture* ) yang dikembangkan oleh AHRQ ( *Agency of HealthCare Research and Quality* ) dalam mengukur budaya keselamatan pasien. Selanjutnya dari hasil survei tersebut dilakukan wawancara mendalam dan diskusi untuk mengidentifikasi hambatan dalam implementasi budaya keselamatan sehingga kinerja karyawan belum mencapai target yang diharapkan. Selanjutnya dilakukan diskusi dengan kanit keselamatan pasien, kanit peningkatan mutu rumah sakit, kanit ranap penyakit dalam, ka biro sdm untuk menyusun rencana tindak lanjut untuk pegembangan program penguatan budaya keselamatan di unit penyakit dalam. Dari hasil survei, dari 14 dimensi budaya keselamatan pasien didapatkan 7 dimensi dengan budaya sedang yaitu dukungan manajemen terhadap keselamatan pasien, umpan balik dan komunikasi, keterbukaan dan komunikasi, kerjasama dalam unit, respon non punitive terhadap kesalahan, frekuensi pelaporan kejadian, dan staffing. Tidak didapatkan dimensi dengan hasil budaya kurang. 7 dimensi yang lain didapatkan hasil budaya baik yang merupakan kekuatan dalam implementasi budaya keselamatan pasien. Untuk Pengembangan program penguatan budaya keselamatan pasien dalam upaya peningkatan kinerja karyawan di unit rawat inap penyakit dalam rumah sakit santo Yusup memerlukan komitmen pimpinan, pemberdayaan staf professional pemberi asuhan dan pengembangan sistem. Diperlukan penelitian lebih lanjut untuk menganalisis berbagai faktor dalam upaya peningkatan budaya pelaporan.

Kata kunci: Budaya keselamatan pasien, strategi pengembangan, peningkatan kinerja.

**ABSTRACT**

One approach to improve patient safety and employee performance is to build a patient safety culture. Although the internal medicine unit of the Santo Yusup Hospital has been implementing patient safety programs for a long time, it turns out that the employee's performance has not achieved the expected performance results and no research on patient safety culture has been conducted. This study aims to determine and analyze the ongoing safety culture, employee performance in the internal medicine inpatient care unit, factors that hinder the implementation of safety culture in the internal medicine inpatient care unit and patient safety culture development programs to improve employee performance at Santo Yusup Hospital Bandung This research is qualitative but begins with a survey of 195 professional care providers who are directly in touch with patients in the inpatient disease unit at the Santo Yusup Hospital, Bandung, namely medical personnel, nurses and medical service support personnel using the HSOPSC (Hospital Survey on Patient) questionnaire which was developed by AHRQ (Agency for Health Research and Quality) in measuring patient safety culture. Furthermore, from the results of the survey, in-depth interviews and

discussions were conducted to identify obstacles in the implementation of a culture that caused employee performance not to reach the expected target. Additionally, discussions with the head of patient safety, the head of hospital quality improvement, the head of the internal medicine department, and the head of the HR bureau were held to prepare a follow-up plan for the development program, improving the safety culture in the internal medicine unit. The survey results showed that from 14 dimensions of patient safety, 7 dimensions such as management support for patient safety, feedback, and communication, communication and cooperation within the unit, non-punitive response to errors, frequency of incident reporting, and staffing had found to be on the medium culture scale. There were no dimensions that were found to have fewer results. The other 7 dimensions result are in a good culture scale which became a strength in implementing a patient safety culture. To further develop the program for strengthening a culture of patient safety to achieve improvement of employee performance in the inpatient care unit of St. Yusup Hospital, it requires leaders’ commitment, empowerment of professional staff as care providers, and system development. Further research is needed to analyze various factors to improve reporting culture.

Keywords: Patient safety culture, strategy development, performance improvement.

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