

THE IMPLEMENTATION OF PATIENT SAFETY GOALS IN THE INPATIENT DEPARTMENT: AN OVERVIEW

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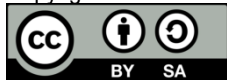
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ABSTRACT

Patient safety is a system through which hospitals ensure that patient care is safe and free from undue injuries or potential harm. Implementing patient safety goals is essential to maintaining this safety. This is particularly important in the inpatient department of RSUD Kota Mataram, one of the largest hospitals in the province of NTB, which treats many patients. This study aims to provide an overview of the implementation of patient safety goals in the inpatient department of RSUD Kota Mataram in 2023. The sample for this study consisted of 40 nurses from the inpatient department with descriptive research. Data were collected using a questionnaire with 21 closed statements, and the sampling technique used was total sampling with descriptive analysis. The results show that the implementation of patient safety goals in RSUD Kota Mataram is rated as very good by 39 respondents (97.50%). The results highlight the excellent implementation of patient safety in RSUD Kota Mataram, with 97.50% of respondents implementing patient safety in accordance with standards. The head of the department and all the nurses at RSUD Kota Mataram are committed to continually supporting and improving patient safety practices to enhance patient satisfaction.

Keywords: Patient Safety, Implementation, Targets

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INTRODUCTION

Patient safety in hospitals aims to cultivate a culture of safety, enhance hospital accountability towards patients and the community, reduce adverse events (AE), and implement prevention programs to prevent recurrence of such events. The patient safety goals encompass six actions that must be carried out properly and correctly: Correct and precise patient identification; Increased effective communication; Improved safety of high alert medications; Certainty of the location of the surgery procedure and the patient; Reduction in the risk of infection due to treatment; and Reduction in the risk of injury for patients to fall (Pemerintah Republik Indonesia, 2003). Based on a qualitative study by Shahid (2018) at RSUDP NTB, the implementation of patient safety, including respecting patient rights, educating patients and their families, ensuring patient safety and continuity of service, employing performance improvement methods, enhancing leadership roles in improving patient safety,

educating staff on patient safety, and facilitating effective communication within the hospital, all conducted in compliance with existing regulations.

Several studies analyzing factors influencing the implementation of patient safety reveal that the average age of nurses is 36 years, with an average service tenure of 12 years, and the highest career level being PK 2. About 59.4% of nurses work in the inpatient department, and only 67.7% have received patient safety training. Notably, 85.4% of nurses have implemented patient safety goals. The highest implementation rate of patient safety goals is for goal 1, patient identification, at 90.1%, while goal 4 has the lowest implementation rate at 68.8% (Indrayadi et al., 2022). Additional studies identify barriers to establishing a culture of safety in hospitals, including staff behavior, lack of management support, absence of standard operational procedures, inadequate facilities, and insufficient supervision and evaluation of the implementation of patient safety (Sulastien et al.,

2021). This research aims to description the implementation of patient safety goals.

METHOD

This study used a descriptive research design, which is used to address problem formulations related to the existence of independent variables, whether involving one variable or more(Sugiyono, 2017). This study aims to provide an overview of the implementation of patient safety goals in the inpatient department of RSUD Kota Mataram. The population for this study consisted of all inpatient nurses in the inpatient department 3A and 3C at RSUD Kota Mataram. This study with descriptive analysis. Data collection was conducted using questionnaires, and the sampling technique used was total sampling (saturated sample), which involves using the entire population as the sample. Unlike a census, which involves a large population, a saturated sample is used when the population size is relatively small (Notoatmodjo, 2012; Polit & Beck, 2003) Consequently, the sample for this study consisted of 40 nurses working in the inpatient department 3A and 3C at RSUD Kota Mataram.

RESULTS

Table 1 Distribution of Respondents Based on Age, Gender, Educational Level, Service Tenure, Employment Status, Position in the Inpatient Department at RSUD Kota Mataram in 2023

Respondent characteristics	N	%
Age		
20 – 30 Years	9	22.5
31 – 40 Years	31	77.5
41 – 50 Years	0	0
Gender		
Female	25	62.5
Male	15	37.5
Educational level		
Associate Expert in Nursing	17	42.5
Bachelor of Nursing	5	12.5
Nursing Profession	18	45
Master of Nursing	0	0
Service Tenure (Length of Service)		
15 Years	22	55
6 – 10 Years	11	27.5
11 – 15 Years	7	17.5
Employment status		

Civil Servants	5	12.5
Contract	35	87.5
Position		
Head of the Department	2	5
Head of Team	11	27.5
Executive Nurse	27	67.5
Total	40	100

Based on Table 1, the majority of the 40 respondents are aged between 31 and 40 years, comprising 31 respondents (77.5%)—and female, comprising 25 respondents (62.5%). Regarding educational level, the highest qualification among respondents is a professional education as a nurse (nursing profession), comprising 18 respondents (45%). Regarding service tenure, 22 respondents (55%) have been working for 1 to 5 years. Employment status shows that 35 respondents (87.5%) are contract workers. Lastly, the most common position is that of an executive nurse, comprising 27 respondents (67.5%).

Table 2. Description of the Implementation of Patient safety goals in the Inpatient Department at RSUD Kota Mataram in 2023

Respondent characteristics	N	%
Very poor	0	0
Poor	0	0
Good	1	2.50
Very good	39	97.50
Total	40	100

Based on Table 2, the results of the description of the implementation of patient safety goals in the Inpatient Department at RSUD Kota Mataram is in the very good category. Specifically, out of 40 total respondents, 39 (97.50%) rated the implementation as very good, and 1 (2.50%) rated it as good.

DISCUSSION

Based on the results, it shows that the description of the implementation of patient safety goals in the Inpatient Department at RSUD Kota Mataram is in the very good category. Out of 40 total respondents, 39 rated the implementation as very good, and 1 rated it as good. Factors that influence the increasing implementation of patient safety goals

include age, service tenure, nurse education, level of knowledge, motivation, supervision, facilities, organizational structure, and organizational culture in taking actions that should be taken. This statement is in accordance with the study results of (Rebeschi, 2020). From the results of a review of six pieces of literature, it shows that there are several factors that influence nurses in implementing patient safety, including age, attitude, knowledge, work motivation, workload, service tenure (length of service), supervision, and organizational culture. Age is one of the factors that influences nurses in implementing patient safety goals in hospitals (AHRQ, 2016; Shahid, 2018)

Supported by other studies, it shows that the increasing age of health workers is accompanied by a decrease in patient safety incidents because health workers become wiser, more careful, and comply with policies, flows, and SOPs in providing health services (Müller et al., 2018; Yulia & Hamid, 2012). For the gender factor, females have a higher mean value than males. According to (Blom & Petersson, 2015; History et al., 2021), knowledge is the result of knowing and occurs after someone senses an object. In this case, nurses are required to be able to understand well the concept of hospital patient safety (KPRS) and the six patient safety goals.

Nursing staff have a higher mean value of safety attitudes than managers (Rosen et al., 2015). This is because nursing staff interact directly with patients more often than nurse managers. A nurse's service tenure is the length of time a nurse has worked since being officially appointed as an employee at a hospital or other health facility. The longer the tenure, the greater the skills and knowledge will be and the more challenging work will be obtained, as well as recognition and appreciation (Herni, 2018; Indrayadi et al., 2022). Implication at hospital is the head of the department and all the nurses committed to continually supporting and improving patient safety practices to enhance patient satisfaction. However, research only discusses patient safety descriptions.

CONCLUSION

Based on the results, it can be concluded that the description of the implementation of patient safety in

the Inpatient Department at RSUD Kota Mataram is in the very good category, with 97.50% of respondents implementing patient safety in accordance with standards.

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