

## **ABSTRAK**

**Yuni Kartika**

**Analisis Pengaruh Gaya Kepemimpinan Direktur terhadap Budaya Keselamatan Pasien di RS Hermina Pandanaran**

**60 hal + 3 tabel + 2 gambar + 16 kotak + 6 lampiran**

RS Hermina Pandanaran menetapkan kebijakan tentang program keselamatan pasien yang berpedoman tujuh langkah keselamatan pasien, tetapi budaya keselamatan pasien belum terlaksana dengan baik. Tujuan penelitian ini adalah menjelaskan gaya kepemimpinan transformasional direktur sesuai tujuh langkah keselamatan pasien rumah sakit dalam pelaksanaan budaya keselamatan pasien di RS Hermina Pandanaran.

Jenis penelitian ini adalah kualitatif. Informan utama adalah ketua dan anggota tim Keselamatan Pasien Rumah Sakit meliputi wakil direktur medis, manajer penunjang medis, manajer keperawatan, manajer rumah tangga dan perawat PPI. Informan triangulasi pihak yang terkait dalam program keselamatan pasien rumah sakit. Pengumpulan data dilakukan melalui *indepth interview* dan observasi. Pengolahan data dilakukan dengan metode analisis isi (*content analysis*).

Hasil penelitian menunjukkan bahwa gaya kepemimpinan transformasional direktur telah melibatkan staf dalam menerapkan budaya keselamatan pasien, terutama *non blaming culture* dan budaya belajar dari insiden, tetapi budaya pelaporan belum berjalan dengan baik. Tujuh langkah keselamatan pasien RS belum dilaksanakan seluruhnya, yaitu belum memotivasi staf dengan optimal, menjabarkan langkah-langkah penanganan insiden keselamatan pasien secara langsung di lapangan, menetapkan kebijakan tentang diklat keselamatan pasien, mengembangkan sistem pengelolaan risiko, melaksanakan pelatihan RCA di rumah sakit.

Disarankan agar direktur rumah sakit lebih sering melakukan sosialisasi budaya pelaporan kepada staf dengan menekankan *non blaming culture*, menjabarkan langkah-langkah penanganan insiden keselamatan pasien dan melaksanakan asesmen risiko. Direktur diharapkan turun langsung ke lapangan melalui ronde keselamatan pasien dan menetapkan kebijakan tentang diklat keselamatan pasien termasuk pelatihan RCA dalam bentuk Surat Keputusan agar berjalan sesuai ketentuan dan hasilnya dapat dievaluasi.

Kata Kunci : Kepemimpinan, Budaya, Keselamatan Pasien, Rumah Sakit

Kepustakaan : 23 (1994-2011)

## **ABSTRACT**

**Yuni Kartika**

**Analysis on the Influence of Director Leadership Style to Patient Safety Culture in Hermina Pandanaran Hospital**

**60 pages + 3 tables + 2 figures + 16 boxes + 6 enclosures**

Hermina Pandanaran hospital had established a policy regarding patient safety program based on seven steps of patient safety. However, patient safety culture had not adequately performed. Objective of this study was to explain transformational leadership style of a director according to seven steps of hospital patient safety in order to implement patient safety culture in Hermina Pandanaran hospital.

This was a qualitative study. Main informants were a head and team member of hospital patient safety; it included a hospital medical deputy director, a medical support manager, a nursing manager, a domestic affair manager, and PPI nurses. Triangulation informants were people who involved in the hospital patient safety program. Data management was done by applying content analysis method.

Results of the study showed that transformational leadership style of a director involved staffs in the implementation of patient safety culture especially none blaming culture and learning from incident culture. However, reporting culture was not implemented properly. Seven steps of hospital patient safety were not done completely; staffs had not been motivated optimally, steps to manage patient safety incident were not described directly in the field, policy regarding patient safety was not established, risk management system was not developed, RCA training in the hospital was not implemented.

Suggestions for hospital director are to do more frequent socialization on reporting culture with stressing on non-blaming culture to staffs; to describe steps on the management of patient safety incident and conducting risk assessment. Director is expected to go directly to the field and involved in the patient safety round, and to establish a policy regarding patient safety education and training including RCA training. It could be in the form of decree in order the implementation of policy was done properly, and the results could be evaluated.

Key words : Leadership, culture, patient safety, hospital

Bibliography : 23 (1994-2011)