**Universitas Diponegoro**

**Fakultas Kesehatan Masyarakat**

**Program Studi Magister Ilmu Kesehatan Masyarakat**

Konsentrasi Administrasi Rumah Sakit

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ABSTRAK

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Analisis Pelaksanaan Budaya Keselamatan Pasien dari Aspek Manajerial di Rawat Inap Rumah Sakit Islam Sultan Agung Semarang

XIV+ 65halaman+ 4tabel+ 3Gambar+ 3Lampiran

Harapan dan tindakan seorang manajer dalam mempromosikan budaya keselamatan Pasien, umpan balik dan komunikasi program keselamatan terhadap budaya keselamatan pasien merupakan kunci keberhasilan program Keselamatan pasien Rumahsakit Islam Sultan Agung. Rumahsakit Islam Sultan sudah terakreditasi paripurna tahun 2014. Berdasarkan data dari Tim Komite Mutu dan Keselamatan Pasien, angka Insiden KTD, 2011 18, 2012 14, 2013 27, 2014 199 kasus dan 2015 44 kasus Insiden KTD. Setelah dilakukan Akreditasi dan adanya program reward/insentif angka Insiden KTD mengalami penurunan karena frekwensi pelaporan mulai baik, budaya melapor sudah ada namun masih perlu analisis, terhadap peran Manajer dalam mempromosikan budaya keselamatan dan umpan balik serta komunikasi program keselamatan pasien sehingga dapat meningkatkan budaya keselamatan dan Insiden Keselamatan pasien turun.

Jenis penelitian ini adalah penelitian kualitatif dengan menggunakan wawancara mendalam, oberservasi lansung dan telaah dokumen. Informan utama adalah Direktur Utama rumahsakit Islam Sultan Agung, Manajer Bidang Keperawatan, dan Sekretaris Komite Mutu dan Keselamatan Pasien. Informan Triangulasi adalah delapan orang yang terdiri dari Kepala Ruang Baitusalam 1 satu dua Kepala Ruang Baitulizah satu dan dua.

Hasil penelitian menunjukkan bahwa budaya keselamatan pasien telah diterapkan oleh Manajer, yaitu respon *non punitive culture*, *Non Blaming culture*, melakukan pendekatan sistem, memberi *insentif* dan memberikan umpan balik, tetapi belum menjalankan secara maksimal dalam menerapkan budaya ronde keselamatan pasien, menetapkan Visi dan misi serta belum melakukan pelatihan yang meningkatkan pengetahuan budaya keselamatan pasien yaitu pelatihan *RCA*, *championship*

Kata kunci : Budaya Keselamatan Pasien, Kepemimpinan

Kepustakaan: 20 (2000-2015)

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**ABSTRACT**

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**Implementation Analysis of Safety Culture of Patients viewed from the Managerial Aspect at Inpatient Unit of Islam Sultan Agung Hospital in Semarang**

**xiv + 65 pages + 4 tables + 3 figures + 3 appendices**

Expectation and action of a manager in promoting safety culture of patients, feedback, and communication of a safety program towards safety culture of patients are success keys of the safety program at Islam Sultan Agung Hospital. The hospital has been entirely accredited since 2014. Based on data from a committee team of Quality and Patients’ Safety, incidence rates of KTD during the period of 2011-2015 respectively were 18, 14, 27, 199, and 44 cases. After being accredited and implementing a program of reward/incentive, incidence rate gradually decreased because some following reasons: a frequency of reporting was good, there was any culture of reporting but a role of a manager in promoting safety culture, feedback, and communication of the patients’ safety needed to be analysed in order to improve safety culture and to decrease incidence rate of KTD.

This was a qualitative study by conducting indepth interview, direct observation, and documentation study. Main informants consisted of president director of Islam Sultan Agung Hospital, manager of nursing department, and secretary of quality and patients’ safety committee. Informants for triangulation purpose consisted of eight persons, namely heads of Baitusalam 1 and 2 rooms and heads of Baitulizah 1 and 2.

The results of this research showed that safety culture of patient had been implemented by the manager, namely response of non-punitive culture, non-blaming culture, conducting a system approach, providing incentive, and providing feedback even though culture of patients’ safety round had not been well applied. Vision and mission had been issued. In addition, a training to improve knowledge of safety culture of patients like a training of RCA and championship had not been conducted.

Keywords : Safety Culture Of Patient, Leadership

Bibliography: 20 (2000-2015)