

## RINGKASAN

### FAKTOR-FAKTOR YANG MEMPENGARUHI PENERAPAN MANAJEMEN *PATIENT SAFETY* DI RUANG OPERASI BERBASIS TEORI *HIGH RELIABILITY ORGANISATION*

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Kamar operasi merupakan bagian paling sering memiliki masalah dalam keselamatan pasien. Laporan kesalahan medis di seluruh rumah sakit Amerika Serikat tercatat sekitar 44.000 – 98.000 kejadian per tahun, dengan porposi kejadian tertinggi di kamar operasi. Komisi Akreditasi Rumah Sakit dengan panduan Standart Nasional Akreditasi Rumah Sakit (SNARS) edisi 1.1 (2019) dalam sasaran keselamatan pasien (SKP) yang wajib diterapkan di semua rumah sakit mengacu pada *Nine Life-Saving Patient Safety Solutions* dari WHO *Patients Safety*. Ruang operasi merupakan salah satu unit pelayanan di rumah sakit yang berisiko tinggi terjadinya kesalahan kerja. Penerapan manajemen patient safety menjadi prioritas utama yang dilakukan untuk mengelola risiko dan menghindari kesalahan kerja. Berdasarkan konsep kunci HRO dari Weick dan Sutcliffe (2007), Lekka (2011), serta memperhatikan pernyataan Hines et al. (2008), Reason (2002), Tamuz dan Harrison (2006) diperoleh dua kesimpulan terkait konsep kunci HRO yaitu mengenai karakteristik HRO berupa aspek dan proses HRO serta variabel yang mempengaruhi luaran HRO. Variabel yang mempengaruhi luaran HRO yaitu variabel kepemimpinan siaga (*mindful leadership*), variabel budaya keselamatan (*safety culture*) serta variabel peningkatan keandalan (*reliability-enhancing factors*). Tujuan penelitian ini adalah menganalisis penerapan manajemen *patient Safety* di ruang operasi dan faktor-faktor yang mempengaruhi berbasis teori *High Reliability Organization* (HRO). Konsep ilmiah baru yang akan dihasilkan dalam penelitian ini adalah perspektif penelitian tentang pengaruh karakteristik dan proses HRO yang terdiri dari kepemimpinan siaga (*mindful leadership*), budaya keselamatan, dan peningkatan keandalan untuk membentuk *collective/safety mindfulness* yang dikembangkan dari Teori HRO serta implikasinya pada *patient safety* di ruang operasi beserta konformansi *output* dan *outcome* sehingga meminimalkan IKP.

Desain penelitian adalah analitik korelasional. Penelitian ini menjelaskan hubungan kausal antara variabel yang saling mempengaruhi. Rancangan dalam penelitian ini adalah meneliti faktor-faktor yang mempengaruhi manajemen *safety* berdasarkan teori *High Risk Organisation* (HRO). Tipe penelitian adalah *cross sectional*. Sampel penelitian sebesar 44 perawat ruang operasi yang dipilih dengan menggunakan *cluster sampling*. Instrumen yang digunakan dalam penelitian ini adalah *checklist* dan kuesioner yang telah diuji validitas dan reliabilitasnya. Analisis data dengan menggunakan uji statistik *Regresi*

Hasil penelitian menunjukkan 1) Hipotesis 1 ditolak yang berarti bahwa Faktor Kepemimpinan siaga mempengaruhi manajemen patient safety di ruang operasi RSUD Sidoarjo. Hasil crosstab atau tabulasi silang menunjukkan faktor manajemen patient safety lengkap yaitu kepemimpinan siaga sebagian besar baik adalah 39 responden (86,3%). Hasil uji regresi menunjukkan pengaruh kepemimpinan siaga terhadap Manajemen Patient Safety adalah signifikan. Koefisien determinasi  $R^2$  sebesar 0,774 yang berarti 77,4% variasi pada variabel dependen manajemen patient safety dapat dijelaskan oleh variasi variabel independen kepemimpinan siaga. Hipotesis 2 ditolak yang berarti bahwa Faktor budaya keselamatan pasien mempengaruhi manajemen patient safety di ruang operasi. Pada Hasil analisa faktor yang mempengaruhi penerapan manajemen *patient safety* di ruang operasi didapatkan responden yang melakukan manajemen *patient safety* dengan lengkap sebanyak 42 responden (95,5%) dan budaya keselamatan organisasi sebesar 38 responden (84,1%). Variabel budaya keselamatan pasien mempunyai pengaruh positif terhadap Manajemen *Patient Safety*, dengan koefisien regresi sebesar 0,072 menunjukkan bahwa budaya keselamatan pasien akan mempengaruhi manajemen *Patient Safety* secara signifikan. Hipotesis 3 diterima yang berarti bahwa Faktor keandalan tidak berpengaruh terhadap manajemen patient safety di ruang operasi. Dari hasil analisa menunjukkan faktor yang mempengaruhi penerapan manajemen *patient safety* di ruang operasi berbasis teori *high reliability organisation* menunjukkan total 44 responden penelitian didapatkan responden yang melakukan manajemen *patient safety* dengan lengkap sebanyak 42 responden (95,5%) faktor keandalan sebesar 33 responden (75%). Variabel keandalan mempunyai nilai signifikan (*sig*) sebesar 0,366, nilai ini jauh lebih besar dibandingkan dengan 0,05 maka pengaruh keandalan terhadap Manajemen *Patient Safety* adalah tidak signifikan.

Hasil penelitian yang dilakukan untuk menganalisis Faktor - faktor yang mempengaruhi penerapan Manajemen Pasien Safety Berbasis Teori HRO dapat diambil kesimpulan sebagai berikut :

- 1) Penerapan manajemen patient Safety di ruang operasi sudah diterapkan dengan lengkap sesuai standar yang sudah ditetapkan.
- 2) Kepemimpinan siaga (*mindful leadership*) mempengaruhi penerapan manajemen patient Safety di ruang operasi. Kepemimpinan siaga yang baik akan mendukung ketercapaian penerapan manajemen patient Safety.
- 3) Budaya keselamatan (*safety culture*) mempengaruhi manajemen patient Safety di ruang operasi. Dimensi budaya keselamatan akan memberi akses yang mendukung penerapan manajemen patient Safety sesuai standar.
- 4) Keandalan (*reliability-enhancing factors*) mempengaruhi manajemen patient safety di ruang operasi. Keandalan di dalam kepemimpinan mampu memberikan kontribusi pada layanan manajemen patient Safety.

## **EXECUTIVE SUMMARY**

### **FACTORS AFFECTING THE IMPLEMENTATION OF PATIENT SAFETY MANAGEMENT IN OPERATIONS BASED ON HIGH RELIABILITY ORGANISATION THEORY**

**Umar Faruk**

The operating room is the part that most often has problems in patient safety. Reports of medical errors in all United States hospitals recorded about 44,000 - 98,000 events per year, with the highest proportion of occurrences in the operating room. The Hospital Accreditation Commission with guidelines for the National Hospital Accreditation Standard (SNARS) edition 1.1 (2019) in patient safety goals (SKP) that must be applied in all hospitals refers to the Nine Life-Saving Patient Safety Solutions from WHO Patients Safety. The operating room is one of the service units in the hospital that has a high risk of work errors. The implementation of patient safety management is a top priority to manage risks and avoid work errors. Based on the key concepts of HRO from Weick and Sutcliffe (2007), Lekka (2011), as well as paying attention to the statements of Hines et al. (2008), Reason (2002), Tamuz and Harrison (2006) obtained two conclusions related to the key concept of HRO, namely regarding the characteristics of HRO in the form of aspects and processes of HRO as well as variables that affect HRO outcomes. Variables that affect HRO outcomes are mindful leadership, safety culture and reliability-enhancing factors. The purpose of this study is to analyze the application of patient safety management in the operating room and the factors that influence based on High Reliability Organization (HRO) theory. The new scientific concept that will be produced in this research is a research perspective on the effect of HRO characteristics and processes consisting of mindful leadership, safety culture, and increased reliability to form collective/safety mindfulness developed from HRO theory and its implications for patient safety. in the operating room along with conformance of output and outcome so as to minimize IKP.

The research design is correlational analytic. This study explains the causal relationship between variables that influence each other. The design in this study is to examine the factors that influence safety management based on the theory of High Risk Organization (HRO). The type of research is cross sectional. The research sample was 44 operating room nurses who were selected using cluster sampling. The instruments used in this research are checklists and questionnaires that have been tested for validity and reliability. Data analysis using Regression statistical test.

The results showed 1) Hypothesis 1 was rejected which means that the standby leadership factor affects patient safety management in the operating room of the Sidoarjo Hospital. . The results of the regression test showed that the influence of standby leadership on Patient Safety Management was significant. The coefficient of determination R<sup>2</sup> is 0.774, which means that 77.4% of the variation in the dependent variable of patient safety management can be explained by the variation of the independent variable on standby leadership. Hypothesis 2 is rejected which means that patient safety culture factors affect patient safety management in the operating

room. In the results of the analysis of factors that influence the implementation of patient safety management in the operating room, it was found that respondents who carried out patient safety management completely were 42 respondents (95.5%) and organizational safety culture was 38 respondents (84.1%).

The patient safety culture variable has a positive influence on Patient Safety Management, with a regression coefficient of 0.072 indicating that patient safety culture will significantly affect Patient Safety management. Hypothesis 3 is accepted which means that the reliability factor has no effect on patient safety management in the operating room. shows the factors that affect the implementation of patient safety management in the operating room based on the theory of high reliability organization. It shows a total of 44 respondents in the study, it was found that 42 respondents (95.5%) carried out patient safety management, the reliability factor was 33 respondents (75%). The reliability variable has a significant value (sig) of 0.366, this value is much greater than 0.05, so the effect of reliability on Patient Safety Management is not significant. The results of the research conducted to analyze the factors that influence the implementation of HRO Theory-Based Patient Safety Management can be concluded as follows:

1. The implementation of patient safety management in the operating room has been implemented completely according to the standards that have been set.
2. Mindful leadership influences the implementation of patient safety management in the operating room. Good standby leadership will support the achievement of patient safety management implementation.
3. Safety culture affects patient safety management in the operating room. The safety culture dimension will provide access that supports the implementation of patient safety management according to standards.
4. Reliability (reliability-enhancing factors) affect the management of patient safety in the operating room. Reliability in leadership is able to contribute to patient safetymanagementservice