

## Model budaya belajar "saya perawat" tentang sasaran keselamatan pasien terhadap keselamatan dan kepuasan pasien = Learning culture model "saya nurses" about patient safety goals to patient safety and satisfaction

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### Abstrak

Keselamatan dan kepuasan pasien merupakan indikator kualitas pelayanan belum terpenuhi secara optimal. Model budaya belajar perawat membentuk perawat kompeten dalam penerapan sasaran keselamatan pasien. Penelitian bertujuan mengidentifikasi budaya belajar tentang keselamatan pasien, mengembangkan model budaya belajar perawat dan mengidentifikasi pengaruhnya terhadap kompetensi perawat, keselamatan dan kepuasan pasien. Desain operasional riset, tahap pertama kualitatif fenomenologi dengan sembilan partisipan, tahap kedua pengembangan model, dan tahap ketiga desain *quasi eksperiment pre-post test design with control group* dengan 139 responden perawat dan 240 responden pasien.

Hasil penelitian tahap pertama didapat sembilan tema yaitu arti keselamatan, persiapan penerapan, fokus keselamatan, implemetasi, masalah, tahapan budaya belajar, aktivitas pembelajaran dan dukungan pengembangan budaya belajar. Tahap kedua diperoleh model budaya belajar "SAYA perawat" tentang sasaran keselamatan pasien dengan komponen, perawat; Sistem dukungan, aktivitas pembelajaran dan tahapan budaya belajar. Tahap ketiga model budaya belajar "SAYA Perawat" tentang sasaran keselamatan pasien berpengaruh secara bermakna terhadap kompetensi perawat dalam penerapan sasaran keselamatan pasien ( $p < 0,0001$ ), keselamatan ( $p < 0,0001$ ) dan kepuasan pasien ( $p < 0,0001$ ). Terdapat hubungan bermakna kompetensi perawat dalam penerapan keselamatan pasien dengan keselamatan ( $p < 0,0001$ ) dan kepuasan pasien ( $p < 0,0001$ ). Model budaya belajar ini agar dapat diimplementasikan di ruang perawatan untuk memenuhi keselamatan dan kepuasan pasien.

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Safety and patient satisfaction which are indicators of quality cannot be optimally fulfilled. Learning culture models about patient safety form nurses competent in the application of patient safety. This study aims to identify nurses learning culture about patient safety, develop a model of nurse learning culture and identify its affect on nurses competency, patient safety and satisfaction. The research design used operational research, the first phase used qualitative phenomenology with nine participants, the second stage is the development of the model, and the third stage is the quasi experimental design pre-post test design with control group with 139 nurses and 240 patient respondents.

The results of the first phase of research obtained nine themes, namely the meaning of safety, preparation for application, focus on safety, implementation, problems, stages of learning culture, learning activities and support for the development of a learning culture. The second stage was obtained learning culture models "SAYA Nurses" about patient safety goals is fit and valid there have components, nurses as the subject of development; support systems, learning activities and the learning culture stage . The third stage of the learning culture model "SAYA Nurses about patient safety goals has a significant effect on nurses' competence ( $p < 0,0001$ ), patient safety ( $p < 0,0001$ ) and satisfaction ( $p < 0,0001$ ). There is a significant

relationship between nurses' competence with patient safety (p 0,0001) and satisfaction (p 0,0001). The learning culture models to be implemented in the ward to safety and satisfaction.