

Efektivitas Implementasi Leadership Walkarounds Di Rumah Sakit Harapan Jayakarta Jakarta Timur Tahun 2023 = The Effectiveness of Leadership Walkarounds Implementation at Harapan Jayakarta Hospital in East Jakarta in 2023

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Abstrak

Latar Belakang: Keselamatan pasien merupakan prioritas utama dalam pelayanan kesehatan. Leadership WalkArounds (LWA) adalah pendekatan yang terbukti efektif meningkatkan keselamatan pasien di berbagai negara. Penelitian ini bertujuan mengevaluasi efektivitas LWA di Rumah Sakit Harapan Jayakarta (RSHJ) terhadap persepsi staf mengenai komunikasi terbuka, respon tidak menghukum, frekuensi pelaporan insiden, dan umpan balik terhadap kesalahan. Metode: Penelitian mixed methods dengan desain sequential explanatory dilakukan di RSHJ pada Oktober-Desember 2023. Data kuantitatif dikumpulkan melalui kuesioner daring kepada 47 staf pelayanan, sedangkan data kualitatif diperoleh melalui wawancara mendalam dengan pimpinan dan staf, serta telaah dokumen. Hasil: LWA terbukti efektif meningkatkan komunikasi terbuka, respon tidak menghukum, frekuensi pelaporan insiden, dan umpan balik terkait kesalahan. Namun, terdapat perbedaan persepsi antara pimpinan dan staf klinis mengenai respon terhadap kesalahan. Hambatan dalam pelaksanaan LWA meliputi rendahnya partisipasi dokter, inkonsistensi jadwal pelaksanaan, belum adanya daftar pertanyaan terstruktur, sistem pelaporan insiden yang masih manual, dan belum optimalnya komposisi dewan pengawas. Kesimpulan: LWA efektif meningkatkan budaya keselamatan pasien di RSHJ. Namun, efektivitasnya perlu ditingkatkan dengan mengatasi hambatan-hambatan yang ada, seperti meningkatkan partisipasi dokter, menindaklanjuti temuan secara konsisten, dan memperkuat budaya pelaporan insiden.

.....Background: Patient safety is a top priority in healthcare. Leadership WalkArounds (LWA) is an approach proven effective in improving patient safety in various countries. This study aims to evaluate the effectiveness of LWA at Harapan Jayakarta Hospital (RSHJ) on staff perceptions regarding open communication, non-punitive response, incident reporting frequency, and feedback on errors. Methods: A mixed-methods study with a sequential explanatory design was conducted at RSHJ from October to December 2023. Quantitative data was collected through online questionnaires from 47 service staff, while qualitative data was obtained through in-depth interviews with leaders and staff, and document reviews. Results: LWA was found to be effective in improving open communication, non-punitive response, incident reporting frequency, and feedback on errors. However, there were differences in perception between leaders and clinical staff regarding the response to errors. Barriers to LWA implementation include low doctor participation, inconsistent scheduling, lack of structured questions, a manual incident reporting system, and a suboptimal composition of the supervisory board. Conclusion: LWA is effective in improving patient safety culture at RSHJ. However, its effectiveness needs to be enhanced by addressing existing barriers, such as increasing doctor participation, consistently following up on findings, and strengthening the incident reporting culture.