

Hubungan Budaya Keselamatan Pasien dengan Kompetensi Perawat di RSU X Depok = The Relationship between Patient Safety Culture and Nurse Competency at RSU X Depok

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Abstrak

Budaya keselamatan pasien merupakan produk nilai, sikap, kompetensi dan pola perilaku individu atau kelompok yang menentukan komitmen dan kemampuan suatu organisasi pelayanan terhadap penerapan keselamatan pasien. Penelitian *cross sectional* pada 141 perawat di rumah sakit ini bertujuan untuk mengidentifikasi hubungan budaya keselamatan pasien dengan kompetensi perawat. Instrumen *Hospital Survey on Patient Safety Culture* (HSOPSC) dan *Health Professional Education in Patient Safety Survey* (HPEPSS) digunakan dalam pengumpulan data. Hasil penelitian diperoleh terdapat hubungan antara karakteristik perawat yaitu masa kerja ($p=0,042$) dan level kompetensi ($p=0,020$) dengan kompetensi perawat, serta terdapat hubungan antara keterbukaan komunikasi, kerja sama dalam unit, kerja sama antar unit, persepsi keselamatan, pembelajaran organisasi, ekspektasi manajer, dukungan manajemen, pelaporan insiden, *handover* dan transisi pasien ($p<0,001$) dengan kompetensi perawat. Hasil analisis regresi linear berganda didapatkan faktor yang paling berhubungan dengan kompetensi perawat adalah pelatihan, keterbukaan komunikasi, *non punitive responses* dan pembelajaran organisasi. Mayoritas perawat memiliki gambaran budaya keselamatan (68,4%) dan kompetensi terkait keselamatan (79,6%) yang cukup. Manajemen rumah sakit dapat mempertimbangkan strategi peningkatan kompetensi melalui perencanaan dan pemenuhan kualifikasi perawat dengan mempertimbangkan tingkat pendidikan, merancang pelatihan yang berkesinambungan pada perawat baik pada perawat yang baru bergabung dan yang telah lama bergabung di rumah sakit, membuat kebijakan dan komitmen untuk keterbukaan komunikasi serta membuat sistem pelaporan insiden keselamatan pasien yang mudah, cepat dan efektif sehingga akan dapat diketahui secara cepat oleh pihak yang terkait seperti atasan langsung sampai dengan komite keselamatan pasien rumah sakit dan dapat cepat diberikan umpan balik dan menjadi pembelajaran organisasi.

Patient safety culture is a product of individual or group values, attitudes, competencies and behavioral patterns that determine the commitment and ability of a service organization to implement patient safety. Study cross sectional on 141 nurses in this hospital, the aim was to identify the relationship between patient safety culture and nurse competency. Instrument Hospital Survey on Patient Safety Culture (HSOPSC) and Health Professional Education in Patient Safety Survey (HPEPSS) was used in data collection. The research results showed that there was a relationship between the characteristics of nurses, namely length of service ($p=0.042$) and competency level ($p=0.020$) with nurse competency, and there is a relationship between open communication, cooperation within units, cooperation between units, safety perceptions, organizational learning, manager expectations, management support, incident reporting, handover and patient transition ($p<0.001$) with nurse competency. The results of multiple linear regression analysis showed that the factors most related to nurse competency were training, openness of communication, non punitive responses and organizational learning. The majority of nurses have an adequate description of safety culture (68.4%) and safety-related competencies (79.6%).

Hospital management can consider strategies for increasing competency through planning and fulfilling nurse qualifications by considering educational levels, designing continuous training for nurses for both newly joined and long-time nurses in the hospital, creating policies and commitments to open communication and creating systems. easy, fast and effective patient safety incident reporting so that it will can be known quickly by related parties such as direct superiors to the hospital patient safety committee and feedback can be quickly given and become a learning experience for the organization