

## Analysis of the Application of Management of Patient Safety and Housekeeping in the Prevention of Fall Patients

### ABSTRACT

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Patient safety becomes a global and national issue because Patient Safety is important in order to minimize risks and errors in health service areas in Puskesmas. The purpose of this study is to Analyze the application of patient safety management and housekeeping in efforts to prevent falling patients in UPTD Puskesmas Puhjarak, PI Kediri. The design of this study is to use a qualitative method using a phenomenological approach which is a type of qualitative research that looks closely at individual interpretations of their experiences. Data collection techniques used are Participant observational, independent interview, documentation and triangulation. Research instruments: Researchers as instruments (human instruments), notebooks, tape recorders, cameras. Data: qualitative descriptive, personal data documents, field notes, statements and actions of informants, documents etc. with a sample size of 10 informants who are officers in each service unit in the health center puhjarak. Data verification with Triangulation Techniques was conducted by 2 informants. Research results this shows that the application of patient safety seen from the leadership of the head of the puskesmas that is, has delegated authority well, but regarding giving awards and strict sanctions against employees has never been done. quickly get a positive response because there is a process of completion stages. Workload for employees is very much concurrent with programs and activities outside the building so that they do not have free time to apply patient safety. Knowledge / skills for the head of the Puhjarak Community Health Center and the Head of PMKP patient while the employee has never been. Researcher Suggestion is expected that Puskesmas Puhjarak creates a comfortable working atmosphere for employees and looks for solutions to patient safety problems.

**Keywords:** Patient Safety, Patient Fall, Qualitative

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## INTRODUCTION

Patient safety or patient safety is a global and national issue because patient safety is important in order to minimize risks and error actions in health care areas. The WHO executive board at its 55th meeting in May 2002 adopted a resolution of the World Alliance for Patient Safety. This resolution encourages members to pay as much attention to patient safety as possible. This resolution received support from members, as evidenced by 2004 more than half of WHO members had stated their commitment to the patient safety program (Cahyono, 2008).

Safety standards include patient rights, education for patients and families, patient safety in the continuity of service, the use of performance improvement methods for evaluating and improving patient safety, leadership roles in improving patient safety, education for staff about patient safety and communication are key for staff to achieve Patient Safety.

The implementation of patient safety management must be in accordance with the correct implementation steps, which are the following steps to lead and support staff, integrate risk management activities, develop reporting systems, involve and communicate with patients, learn and share experiences about patient safety and prevent injuries through implementation Patient Safety system.

The implementation of patient safety management is also carried out by the Puskesmas in accordance with the regulation of the minister of health number 11 of 2017 concerning patient safety in article 15 which states that every health care facility must handle incident as referred to in Article 14 of the regulation of the minister of health number 11 of 2017 between Other Potential Injury Conditions (KPC), Nearly Injury Events (KNC), Non-Injury Events (KTC), Unexpected Events (KTD).

The application of patient safety management aims to prevent injured and falling patients, in addition to the management of patient safety, room management, also known as housekeeping, is also one of the methods to reduce the incidence of falls (or by handling incidents that occur at Puskesmas).

Implementation of Patient Safety through the establishment of a service system that applies Patient Safety standards, Patient Safety goals and seven steps towards Patient Safety. The service system must ensure the safer implementation of patient care through efforts that include risk assessment, identification and management of patient risk, reporting and analysis of incident learning abilities from incidents and their follow-up and implementing solutions to minimize risks and prevent injuries caused by errors caused by carrying out an action or not take the action that should be taken (Regulation of the Minister of Health Number 11 of 2017).

Whereas Patient Safety targets include identifying patients correctly, increasing effective communication, increasing the safety of drugs to watch out for, ensuring the correct location of surgery, correct procedure of surgery on the correct patient, reducing the risk of infection due to health care and reducing the risk of patient injury due to falling (Minister of Health Regulation No. 11 of 2017).

## METHODS

This study uses a qualitative method using a phenomenological approach which is a type of qualitative research that looks closely at individual interpretations of their experiences (Sugianto 2015 in Finriani 2016).

According to Moleong (2017), qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perception, motivation, actions etc., holistically and by means of descriptions in the form of words and language in a specific context that naturally and by utilizing various methods.

According to Sugiyono (2017) qualitative research is a research method used to examine natural objective conditions, where the researcher is a key instrument for data collection techniques carried out by triangulation (combined), data analysis is inductive and qualitative research results emphasize the meaning rather than generalization And the data analyst is inductive / qualitative based on facts found in the field and then constructed into a hypothesis or theory. The main characteristic of concern in qualitative research is the meaning.

## RESULTS

### Decipency

Head of UPTD Puskesmas Puhjarak by giving direction to his subordinates, namely the Head of PMKP, the Chair of Patient Safety and the Head of Space by giving assignments, orders, policies, regulations, standards regarding patient safety which must be done well to reduce accidents in patients / patients fall.

### Communication

Head of Puskesmas Puhjarak UPTD gives positive feedback if an event is reported but not always given and followed up by the Head of Puskesmas. Feedback regarding patient safety to the head of Puskesmas Puhjarak is felt to be lacking even if the implementer feels it is not there .

### Workload

The work of Puhjarak Community Health Center employees feels too much, that is, it can be concluded that the work of the employees depends on the situation and conditions if there are many patients and there are outdoor activities, screening, networking, healthy families. Workloads as task demands. Excessive workload and too little workload can affect employee performance.

Knowledge and Skill of Officers in the Implementation of Patient Safety Management to prevent incidents of patients falling

The head of the Puhjarak Community Health Center and the patient safety team had received patient safety training while the employee did not apply because he had never attended training

### Patient Safety and Health Center Staff

Puhjarak Health Center must be a safe place for its workers and those who come for treatment, against every possible accident, fall, illness or health problems. Only in the service at the Puhjarak Community Health Center which is free from a sense of concern over an accident can a person seek medical treatment comfortably. A healthy situation in medical services can be created if there is a willingness from every worker to look after and protect themselves and implement patient safety management so that the incidence of patient falls can be minimized.

### Graha Procedure

Information to patients / families about the flow of services and rooms in the puskesmas Puhjarak said that the provision of information about the flow of services and rooms at the puskesmas was always carried out by employees who were part of the SOP, the service flow had been posted so that it was easy to read and known by families and patients so that the incident falling patients can be minimized.

## DISCUSSION

Based on this research regarding the application of patient safety in UPTD Puhjarak Health Center in the effort to prevent patients from falling in 1920, researchers can formulate conclusions as follows:

1. The role of leadership in the application of patient safety in UPTD Puhjarak Health Center in the effort to prevent falling patients in 2019 is that it has been implemented well where the Head of the Health Center has tried to delegate his authority fairly to the Chairperson of the PMKP. / reward for employees who have good performance, where appreciation is one of the basic needs for employees, in addition to being a high work motivation. Imposing strict sanctions for employees who make mistakes related to the application of patient safety has never been done. And there is no patient safety training at the Puskesmas, especially for Puhjarak Puskesmas employees.
2. Communication in the application of patient safety at UPTD Puhjarak Health Center in 2019, namely two-way communication with feedback between the Head of Puhjarak Health Center and employees, communication carried out by the Head of Puhjarak Health Center with employees has been going well, but for management it has never received feedback positive feedback and if reported cases of incidents of falling patients.

3. Workload of Puhjarak Community Health Center staff in the application of Puhjarak Public Health Center UPTD in 2019 namely the accumulation of work and outdoor programs for Puhjarak Community Health Center employees that is too much, so that employees who feel they do not have much free time, work that takes up a lot of free time owned, so that in the application of patient safety management is not running optimally and neglected.
4. Officer knowledge / skills in the application of patient safety in UPTD Puskesmas Puhjarak in 2019 namely for the Head of the Puskesmas and the PMKP team and the Patient Safety team have attended training and have applied the knowledge gained from the training while the employees have never attended special training on patient safety so they cannot apply it.
5. Safety of patients and puskesmas employees in the application of patient safety at UPTD Puskesmas Puhjarak in 2019 ie employees always feel that in applying patient safety management is not running optimally, so that in doing work always be careful and overly anxious, but there are some employees who had experienced a fall by themselves or saw their own patients fall at the health center during the service.
6. Housekeeping in the application of patient safety in UPTD Puhjarak Health Center in 2019 namely regarding spatial planning in accordance with Permenkes 75 of 2014 and providing information to patients / families about service and room flow as well as warning signs of priority areas in Puhjarak Public Health Center all informants said that giving information about the flow of services and rooms and warning signs in the priority area at the health center is always done by employees who are part of the SOP, the service flow has been posted so that it is easy to read and be known by families and patients so that the incidence of falling patients can be minimized.

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