

Analysis of Patient Safety Culture in Dental and Oral Health Services at RSGM Unimus

by Dwi Windu Kinanti Arti

Submission date: 26-Jul-2021 10:39AM (UTC+0700)

Submission ID: 1624077335

File name: elayanan_Kesehatan_Gigi_dan_Mulut_di_RSGM_Unimus_TRANSLATE.docx (43.41K)

Word count: 3349

Character count: 18081

Analysis of Patient Safety Culture in Dental and Oral Health Services at RSGM Unimus

Dwi Windu Kinanti Arti^{1*}, Diki Bima Prasetyo², Juni Arum Sari³

⁵
¹Dental and Oral Health Department Faculty of Dentistry Universitas Muhammadiyah Semarang, Jalan Kedungmundu Raya No. 22 Semarang 50273, Indonesia

¹⁸
²Occupational Safety and Health Department Faculty of Public Health Universitas Muhammadiyah Semarang, Integrated Health Laboratory Building, 4th Floor, Semarang 50273, Indonesia

³Occupational Safety and Health Department Dental and Oral Hospital Unimus, Jalan ⁵Kedungmundu Raya No. 22 Semarang 50273, Indonesia

* Corresponding Author: Dwi Windu Kinanti Arti, ¹Faculty of Dentistry Universitas Muhammadiyah Semarang, Faculty of Dentistry Building 2nd floor, ¹²Jalan Kedungmundu Raya No. 22, Semarang 50273 Indonesia, E-mail: drg.dwiwindu@unimus.ac.id, Phone: +6285740250984

Abstract

The Dental and Oral Hospital (RSGM) as a part of health care facilities, especially teeth and mouth, do not rule out unexpected events / near-injury events that have an impact on patient safety. This is motivated by the difference in understanding and various institutions. ¹⁴This study aims to determine the culture of patient safety in dental and oral health services at RSGM Unimus. This type of research is descriptive research with mixed methods research approaches, namely quantitative and qualitative. The

study involved a sample of 65 respondents, where the study was conducted in March - April 2020. Quantitative data collection techniques used AHRQ (Agency for Healthcare Research and Quality instrument questionnaire) and qualitative through interviews. The results of the study show that in all dimensions of the AHRQ questionnaire, the highest positive response results are in the very good / strong category, which means that the level of patient safety at RSGM Unimus is already supportive.

Keywords: Patient Safety, AHRQ, Hospitals

Introduction

A hospital is an organization in which there is professional medical personnel who cover medical service facilities and infrastructure, continuous nursing care, to determine a diagnosis and treatment plan to treat a disease ¹. The hospital aims to provide and serve the community with high-quality care and meet the needs and expectations of patients. Patient's assessment of service quality affects the ¹⁶ image of the hospital ². The quality of service provided is inseparable from the principle of prioritizing patient safety. These efforts are implemented ¹ to minimize the

occurrence of patient safety incidents, hospital management needs to build a patient safety culture to improve the quality and service of patients in the hospital. ² Patient safety is a system that makes patient care safer, including risk assessment, identification and management of patient risks, incident reporting and analysis, the ability to learn from incidents and their follow-up, and implementation of solutions to minimize risks and prevent injuries caused by mistakes of the result of taking an action or not taking the action that should have been taken ³.

The report on patient safety

incidence in Indonesia states that out of 145 incidents, there were 68 Nearly Injury Incidents (47.6), 67 Unexpected Incidents (46.2%), and 9 other cases (6.2%)⁴. Patient safety incidents will be detrimental to parties including the hospital, staff, and patients as service users at the hospital⁵. RSGM Unimus is a type C hospital this is used as a center for dental and oral health services that is already operational and open to the public, besides Unimus Dental and Oral Hospital is also used as an educational facility for Unimus dental faculty students. In the scope of RSGM Unimus, medical personnel comes from different understanding backgrounds and various institutions, therefore it does not rule out unexpected events / near-injury events¹⁷ that have an impact on patient safety in the hospital⁶.

³ The purpose of this study was to analyze the culture of patient safety in dental and oral health services at RSGM

Unimus. The analysis of safety culture⁶ was measured using the Hospital Survey on Patient Safety Culture issued by the AHRQ (Agency for Healthcare Research and Quality)⁷. Patient safety culture is measured from the perspective of hospital staff which consists of dimensions, among others: Cooperation related to patient safety programs within the work unit, expectations and actions of superiors in supporting patient safety,⁴ organizational learning and continuous improvement, management support for patient safety, overall staff perceptions related to patient safety, feedback and communication regarding errors, open communication, frequency of incident reporting, cooperation between units in the hospital; staffing, patient handover and transition, non-punitive response to errors⁷.

¹ Method

This type of research is descriptive research, with a mixed-methods research

approach. Mixed method research is a quantitative research method with descriptive research type and qualitative research methods with in-depth interviews and case studies. The descriptive research design analyzed the patient safety culture in RSGM Unimus. Quantitative research uses questionnaires filled in by respondents, then for qualitative methods conducting in-depth interviews with respondents ⁸. This research was conducted at the same time online using google forms in the questionnaire filling method.

This research was conducted at RSGM Unimus in March - April 2020. The total population of this study was 181 respondents consisting of 27 dentists, 135 young dentists, 19 medical staff at RSGM Unimus. The population for respondents who will be interviewed is 10 people consisting of the Hospital Directors, the Patient Safety Team, the RSGM Patient Safety Executor. The

sample in this study was 65 respondents consisting of 10 dentists, 48 young dentists, 7 medical staff. The sample to be interviewed in this study was 7 respondents using quota sampling.

This research has been declared ethical by KEPK with letter number No. 035 / EC / FK / 2020. The ¹⁰ data source of this research consists of primary data and secondary data. Primary data is in the form of answers to the AHRQ (Agency for Healthcare Research and Quality) questionnaire filled out by research respondents regarding the description of patient safety management at RSGM Unimus according to AHRQ. Secondary data is in the form of data on medical personnel at RSGM Unimus, which includes: the number of dentists, young dentists, medical staff. The data collection technique for filling out the AHRQ (Agency for Healthcare Research and Quality) questionnaire is done by filling out the questionnaire online using

google forms. Data collection for safety culture in dental and oral health interviews was carried out by direct and services were conducted at RSGM in-depth interviews with each Unimus on 65 respondents by filling out the AHRQ questionnaire via google respondent.

Results

forms.

The results of research on patient

Table 1. Data on the results of filling out the questionnaire on all dimensions of the AHRQ questionnaire

No	Dimensions	Response Positive	Response Negative	Response amount Response	Percentage Response	Category Culture
1.	Internal cooperation assessment (within the work unit)	975	131	1.165	88,2%	Strong / very good
2.	Assessment of managers / supervisors	236	24	260	90,76%	Strong / very good
3.	Assessment of communication in the work unit	351	39	390	90%	Strong / very good
4.	The frequency of reports of unexpected actions / events	161	34	195	82,56%	Strong / very good

No	Dimensions	Response Positive	Response Negative	Response amount Response	Percentage Response Positive	Category Culture
5.	Assessment of the level of safety patient	60	5	65	92.30%	Strong / very good
6.	Assessment of the overall hospital management	625	90	715	87.41%	Strong / very good
7.	Total	2.408	323	2.790		Strong / very good
8.	Percentage	86.30%	11.57%	100%		

Based on table 1. Data on the results of filling out the questionnaire on all dimensions of the AHRQ questionnaire, the highest positive response results are in the dimension of assessment of the patient's safety level (92.30%) which is included in the very good/strong category, which means that the level of patient safety at RSGM Unimus has supported. In the indicator of reports of errors in action / unexpected events, it is expected to have the lowest positive response (82.56%) it can be categorized

as very good/strong but still needs to be improved reports of errors in action at RSGM Unimus. It can be concluded that the implementation of safety culture in RSGM Unimus is in the strong or very good category with a percentage of 86.30%.

In addition to filling out the questionnaire, the research results were also in the form of in-depth interviews with 7 respondents at RSGM Unimus. Which consists of 10 questions

Tabel 2. Result of in-depth interviews related to patient safety culture at RSGM

Unimus

No	Question	Answer
1.	<i>“Has patient safety at Unimus Dental Hospital been going well?”</i>	According to dentists, it has been going well, according to young dentists so far it has been good, according to the medical staff the patient safety is quite good. Overall, the medical staff thought that patient safety at the Unimus Dental Hospital was going well.
2.	<i>“Are there frequent socialization related to patient safety at RSGM Unimus?”</i>	According to dentists, there has been socialization but not often (sometimes), according to young dentists, there has been socialization about patient safety but the intensity is rare, according to medical staff, socialization is not often carried out for socialization once every 6 months. Overall, medical personnel thinks that socialization related to patient safety at RSGM Unimus has been carried out but for the intensity it is rare.
3.	<i>“In the work unit, do medical personnel at the Dental Hospital of Unimus cooperate well and treat their colleagues well?”</i>	According to the dentist, all work units work well together, according to the young dentist, all units have worked well together, but sometimes communication errors (miscommunication) still occur, according to the medical staff, they are working well together. Overall, medical personnel thinks that the cooperation at the Unimus Dental Hospital has been carried out well between work units.

No	Question	Answer
4.	<i>“Does the manager / supervisor (supervisor) give praise when the job is well done or pay attention to patient safety procedures?”</i>	According to young dentists and dentists, managers/supervisors have given praise and have not given praise when a job is done well. According to the medical staff, the manager/supervisor has given praise when a job is done well.
5.	<i>“In carrying out their duties, every medical staff at the Dental Hospital of Unimus has the same right to ask questions about matters related to patient safety?”</i>	According to young dentists and dentists, every medical staff has the same rights, according to the medical staff, the admin of RSGM Unimus has the same right to ask questions about matters related to patient safety.
6.	<i>“ Is reporting of patient safety incidents routine both unexpected events that happened and those that did not happen?”</i>	According to the dentist, routine reporting is done once a month, quarterly. According to the young dentist, the reporting has been done to prioritize patient safety, according to the medical staff, the reporting has been done but only when an incident is not expected to occur.
7.	<i>“Does RSGM Unimus create a work climate that is oriented towards patient safety?”</i>	According to dentists, it is patient safety-oriented, according to young dentists, the work system at the Dental Hospital of Unimus certainly prioritizes patient safety because patient safety is the most important thing, according to medical staff in working to provide patient safety-oriented services. As a whole, medical personnel

No	Question	Answer
		thinks that RSGM Unimus creates a working climate that is oriented towards patient safety.
8.	<i>“Do errors often occur in the implementation of informing and recording medical records that will affect patient safety at RSGM Unimus?”</i>	According to dentists, we hope that there will be no negative or undesirable things to patient safety. According to the young dentist, some think it has never happened and has happened before but not often, according to the medical staff none. Overall, the medical staff believes that the implementation of information and recording of medical records related to the safety of patients at the Unimus Dental Hospital is going well.
9.	<i>“Is the feedback between medical personnel going well at RSGM Unimus?”</i>	According to the dentist, feedback is going well. According to young dentists, some of the feedback was going well and some were not going well. According to the medical staff, it was running quite well. Overall, feedback has been carried out by the medical staff at the Unimus Dental Hospital at Unimus Dental Hospital but they still need to be improved.
10.	<i>“Is an evaluation carried out when there is an intentional or unintentional error related to patient safety at RSGM Unimus? “</i>	According to the dentist, an evaluation has been carried out, according to a young dentist, the evaluation has been carried out but the intensity is still rare, even though there is still much to be evaluated, according to the medical staff an evaluation has been carried out by the superiors. Overall, medical personnel thinks that an

No	Question	Answer
		evaluation of intentional or unintentional errors related to patient safety has been carried out but still needs to be improved.

The results of in-depth interviews were conducted with 7 respondents are in table 2. The results of in-depth interviews related to patient safety culture at RSGM Unimus, it is known that overall, the application of patient safety at RSGM Unimus is good. Some indicators that still need to be improved are the dissemination of patient safety that has not been routinely carried out, errors in communication that often occur, reporting only when unexpected incidents occur, it is necessary to increase feedback between medical personnel and evaluation of intentional or accidental errors that is related to patient safety still needs to be improved.

Discussion

¹¹ Hospital patient safety is a system where the hospital makes patient care

safer⁹. The purpose of creating patient safety is to improve hospital accountability, create a patient safety culture, take precautions so that unwanted things do not happen again¹⁰. RSGM Unimus as a health service facility and used as a means of education for Unimus dental faculty students are inseparable from the application of safety culture.

This safety culture can be measured or identified through a survey that is used in the quantitative patient safety assessment. The survey used the⁹ Hospital Survey on Patient Safety Culture questionnaire instrument issued by AHRQ (Agency for Healthcare Research and Quality).¹ Patient safety culture is measured from the perspective

of medical personnel and hospital staff⁷. The AHRQ questionnaire instrument is designed for all hospital staff, both medical and non-medical personnel and can be used at the unit, department or hospital organization level, the patient safety assessment is reliable and valid because the survey development is used carefully and thoroughly, is comprehensive and specific, and provides detailed information that can help identify patient safety, and is easy to use⁵.

¹³ Based on the results of research on the application of safety culture in RSGM Unimus in the strong or very good category. Patient safety culture is the result of individual or group attitudes, perceptions, competencies and behaviors that explain the commitment to health and safety management in the hospital. A patient safety system must be built within a culture that does not blame, but rather solves problems for correction and

introspection to avoid the same mistakes⁷.

The realization of a good patient safety culture at RSGM Unimus is inseparable from the good participation of various parties ranging from leaders to human resources. Hospital management creates a work climate that is oriented towards patient safety, between units within the hospital must be well-coordinated and work together, prioritizing patient safety in every action, changing the shift does not cause problems for patients in the hospital. Supervise in the form of supervision from the supervisor / leadership in question is the head of the hospital unit, leadership plays an important role in the implementation of effective safety management. When managers / supervisors prioritize patient safety, there is a decrease in the number of medical errors¹¹.

In addition to the existence of

communication supervision measures are an important part of creating a safety culture. In RSGM Unimus for effective communication, there are still errors in communicating, increasing feedback between medical personnel still needs to be improved. In the scope of health-related to patient safety, communication must occur in two directions so that there is no mistake in receiving or conveying information that can have fatal consequences for patient safety ⁵. Effective communication is one of the supporters of patient safety that can improve patient safety and minimize errors in administering treatment plans, actions, and medications ¹². This communication also involves feedback between the two parties. Feedback regarding changes regarding mistakes that have occurred and has the same right to ask questions or have an opinion without being differentiated, meaning that communication at the Unimus

Dental Hospital has supported patient safety with two-way communication. In the implementation of communication, it shows that there is an inability to speak in matters that have the potential to injure patients and have the right to question these matters to their superiors ¹³.

Some things that still need to be improved in the implementation of safety culture at the Unimus Dental Hospital, namely socialization activities regarding patient safety that have not been routinely carried out. The importance of socialization or training related to patient safety must be carried out regularly because the knowledge about patient safety is knowledge that health workers acquire through formal or non-formal education, which can be in the form of training and courses ¹³. Socialization greatly affects knowledge about handling and progress regarding patient safety at the hospital. One of the efforts made to reduce the impact of patient

safety incidents is by conducting socialization / training related to patient safety ¹⁴. Therefore, RSGM Unimus needs to conduct socialization regularly.

Improvements need to be made for the application of safety culture at RSGM Unimus, namely reporting related patient safety incidents. The reporting done at RSGM Unimus is only when an unexpected incident occurs. The same thing often happens that nurses and doctors often do not report medical errors that occur due to the absence of feedback from the reporting activities carried out ¹³. This culture needs to be changed and improved so that reporting related to patient safety is better monitored. The frequency of incident reports is not expected to be needed to prevent recurring errors that can have a negative impact on patients, be they errors that have the potential to harm or do not harm the patient.

Evaluation of intentional or unintentional errors related to patient

safety at RSGM Unimus also still needs to be improved. RSGM Unimus has evaluated matters related to patient safety. This evaluation is carried out for that to improve patient safety the evaluation of each action must be improved. Mistakes that will cause harm to patients can be handled and resolved properly.

Patient safety culture in implementing is not easy, it has to do with building awareness of ³ patient safety, leading and supporting staff in the application of patient safety is important in improving patient safety ¹⁵. Efforts to improve patient safety that must be done are to support each other when there is work that must be completed quickly and does not ignore procedures that should be done or do not take shortcuts that are not appropriate for the procedure because this can affect patient safety ¹⁵.

Conclusion

The overall safety culture at RSGM

Unimus has been good in implementation. In providing services, RSGM Unimus has been oriented to prioritizing a work climate with a culture of patient safety. The weakness that exists in the application of safety culture at the Unimus Dental Hospital is that reporting related to safety incidents is only done when an unexpected incident occurs. Therefore, it is necessary to increase the reporting of incidents more regularly, not only when unexpected incidents occur.

In this study, we do not know the factors that influence the application of patient safety culture. Therefore, further research is expected to identify and analyze the factors associated with the implementation of patient safety culture at the Unimus Dental Hospital. The results of this study have implications for patient safety culture-oriented service actions in the health care sector.

Acknowledgment

Gratitude is given to all parties who have been involved and assisted in this research, the research team, the Dental and Oral Hospital of the Muhammadiyah University Semarang, research respondents including dentists, young dentists and medical staff of the Unimus Dental Hospital.

References

Analysis of Patient Safety Culture in Dental and Oral Health Services at RSGM Unimus

ORIGINALITY REPORT

11%

SIMILARITY INDEX

9%

INTERNET SOURCES

7%

PUBLICATIONS

6%

STUDENT PAPERS

PRIMARY SOURCES

1	ejournal.urindo.ac.id Internet Source	2%
2	Submitted to Universitas Jenderal Achmad Yani Student Paper	2%
3	ichaa.almaata.ac.id Internet Source	1%
4	www.ncbi.nlm.nih.gov Internet Source	1%
5	Bambang Tri Hartomo, Angger Waspodo, Fanni Kusuma Djati, Elza Ibrahim Auerkari. "Review of epigenetics and its relationship to dental anthropology and forensic odontology", AIP Publishing, 2019 Publication	1%
6	koreascience.or.kr Internet Source	1%
7	Lilis Suryani, Ricky Kurniawan, Agni Laili Perdani. "Factors Associated with the	1%

Implementation of Patient Safety at X Hospital, Karawang, Indonesia", KnE Life Sciences, 2021

Publication

8	Submitted to University of Sheffield Student Paper	1 %
9	Submitted to Universitas Respati Indonesia Student Paper	<1 %
10	www.scribd.com Internet Source	<1 %
11	Submitted to Universitas Airlangga Student Paper	<1 %
12	jurnal.unimus.ac.id Internet Source	<1 %
13	amir hossein khoshakhlagh, Elham Khatooni, Isa Akbarzadeh, Saeid Yazdanirad, Ali Sheidaei. "Analysis of Affecting Factors on Patient Safety Culture in Public and Private Hospitals in Iran", Research Square, 2019 Publication	<1 %
14	bmcmethics.biomedcentral.com Internet Source	<1 %
15	core.ac.uk Internet Source	<1 %
16	Martha Fransisca, Ede Surya Darmawan. "Analysis of Factors Related to Employee	<1 %

Behavior in Implementing Patient Safety Program at Insan Permata Woman and Child Hospital Tangerang", Journal of Indonesian Health Policy and Administration, 2018

Publication

17

Submitted to Universitas Hasanuddin

Student Paper

<1 %

18

scifes.fkm.ui.ac.id

Internet Source

<1 %

19

digitalcommons.gardner-webb.edu

Internet Source

<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off