

ABSTRAK

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ANALISIS PERSEPSI BUDAYA KESELAMATAN PASIEN SERTA DAMPAKNYA TERHADAP FREKUENSI PELAPORAN INSIDEN KESELAMATAN PASIEN DI RUMAH SAKIT SENTRA MEDIKA CIBINONG

Tujuan penelitian ini untuk menguji dan menganalisis faktor-faktor yang mempengaruhi *frequency of event reporting* yang di mediasi oleh *overall perception of patient safety* di Rumah Sakit Sentra Medika Cibinong yang dilakukan dengan data dari staf Rumah Sakit Sentra Medika Cibinong. Metode dalam penelitian ini adalah pendekatan kuantitatif dengan survei dan *cross sectional*. Data responden diambil pada tahun 2023 secara *puspositive sampling* dengan kuesioner dari individu yang merupakan staf Sakit Sentra Medika Cibinong. Terdapat 181 sampel yang memenuhi syarat dan dianalisis dengan PLS- SEM. Hasil penelitian menunjukkan keempat variabel independen dari *overall perception of patient safety* terbukti mempunyai pengaruh yang signifikan dan positif. Pengaruh paling kuat ditunjukkan oleh *Teamwork* dan diikuti *communication openness*, *Management support for patient safety*, dan *organizational learning*. Temuan penelitian ini membuktikan dampak positif *overall perception of patient safety* terhadap *frequency of event reporting* di Rumah Sakit Sentra Medika Cibinong. Dari temuan penelitian ini dapat diambil implikasi manajerial bagi pengembangan pelayanan manajemen di Rumah Sakit Sentra Medika Cibinong diantaranya dengan memberikan landasan untuk pengembangan program pelatihan dan kesadaran bagi staf kesehatan mengenai pentingnya pelaporan insiden dan keselamatan pasien.

Kata Kunci: *Frequency of event reporting*, *overall perception of patient safety*, SEM-PLS, Rumah Sakit Sentra Medika Cibinong

ABSTRACT

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ANALYSIS OF PERCEPTIONS OF PATIENT SAFETY CULTURE AND ITS IMPACT ON THE FREQUENCY OF REPORTING PATIENT SAFETY INCIDENTS AT SENTRA MEDIKA CIBINONG HOSPITAL

The aim of this research is to examine and analyze the factors that influence the *frequency of event reporting* which is mediated by the *overall perception of patient safety* at Sentra Medika Cibinong Hospital which was carried out using data from the staff of Sentra Medika Cibinong Hospital. The method in this research is a quantitative approach with surveys and cross sectional. Respondent data was taken in 2023 using purposive sampling with questionnaires from individuals who were staff at Sentra Medika Cibinong Hospital. There were 181 samples that met the requirements and were analyzed using PLS- SEM. The research results showed that the four independent variables of *overall perception of patient safety* were proven to have a significant and positive influence. The strongest influence was shown by *Teamwork* and followed by *communication openness*, *Management support for patient safety*, and *organizational learning*. The findings of this research prove the positive impact of *overall perception of patient safety* on the *frequency of event reporting* at Sentra Medika Cibinong Hospital. From the findings of this research, managerial implications can be drawn for the development of management services at Sentra Medika Cibinong Hospital, including by providing a basis for developing training and awareness programs for health staff regarding the importance of incident reporting and patient safety.

Keywords: *Frequency of event reporting, overall perception of patient safety, SEM-PLS, Cibinong Sentra Medika Hospital*