

ABSTRACT

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ANTECEDENTS OF PATIENT SAFETY CULTURE AND THEIR INFLUENCE ON PATIENT SAFETY OUTCOME AND INCIDENTS REPORT AT UKRIDA HOSPITAL

(xiv + 104 pages; 11 figures; 26 tables, 7 attachments)

Globally, the World Health Organization (WHO) suggests that there are 134 million adverse events occurring annually in hospitals in low- and middle-income countries (LMICs). Patient safety incidents can result in prolonged hospitalization duration and increased health care costs, and have a significant impact on the reputation of hospitals, health workers, and the health care system. This study aims to determine the effect of structural empowerment, professionalism, and emotional exhaustion on patient safety culture, as well as its effect on patient safety outcomes and incidents reports at UKRIDA Hospital, West Jakarta. The cross sectional method was used to obtain quantitative data from digital questionnaires given to 161 health workers, where the acquisition of data was analyzed using the SmartPLS 4.0.9.6 application. The results showed a positive and significant effect of structural empowerment and professionalism on patient safety culture. However, emotional exhaustion does not have a significant effect on patient safety culture. There is also a positive and significant effect of patient safety culture on patient safety outcomes and incidents reports. Patient safety culture is also proven to mediate structural empowerment and professionalism on patient safety outcomes and incidents reports. The result of this research explains managerial implications that may improve the quality of healthcare service through the enhancement of patient safety culture.

Keywords: *Structural empowerment, professionalism, emotional exhaustion, patient safety culture, patient safety outcome, incidents report, hospital management*

ABSTRAK

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ANTESEDEN BUDAYA KESELAMATAN PASIEN DAN PENGARUHNYA TERHADAP LUARAN KESELAMATAN PASIEN DAN PELAPORAN INSIDEN DI RUMAH SAKIT UKRIDA

(xiv + 104 halaman; 11 gambar; 26 tabel, 7 lampiran)

Secara global, WHO mengemukakan bahwa terdapat 134 juta KTD terjadi setiap tahunnya di rumah sakit di negara berpenghasilan rendah dan menengah atau *Low-Middle Income Country (LMIC)*. Insiden keselamatan pasien dapat mengakibatkan durasi rawat inap yang berkepanjangan dan peningkatan biaya perawatan kesehatan, serta berdampak signifikan terhadap reputasi rumah sakit, tenaga kesehatan, dan sistem perawatan kesehatan. Penelitian ini bertujuan untuk mengetahui pengaruh dari *structural empowerment*, *professionalism*, dan *emotional exhaustion* terhadap *patient safety culture*, serta pengaruhnya terhadap *patient safety outcome* dan *incidents report* di Rumah Sakit UKRIDA, Jakarta Barat. Metode *cross sectional* digunakan untuk mendapatkan data kuantitatif dari kuesioner digital yang diberikan kepada 161 tenaga kesehatan, dimana perolehan data dianalisis menggunakan aplikasi SmartPLS 4.0.9.6. Hasil penelitian menunjukkan adanya pengaruh positif dan signifikan dari *structural empowerment* dan *professionalism* terhadap *patient safety culture*. Namun, *emotional exhaustion* tidak berpengaruh secara signifikan terhadap *patient safety culture*. Terdapat juga pengaruh positif dan signifikan dari *patient safety culture* terhadap *patient safety outcome* dan *incidents report*. *Patient safety culture* juga terbukti memediasi *structural empowerment* dan *professionalism* terhadap *patient safety outcome* dan *incidents report*. Hasil penelitian ini dapat memberikan implikasi manajerial untuk meningkatkan kualitas pelayanan kesehatan melalui penguatan budaya keselamatan pasien.

Keywords: *Structural empowerment, professionalism, emotional exhaustion, patient safety culture, patient safety outcome, incidents report, hospital management*