

**PENGEMBANGAN MODEL KESELAMATAN PASIEN
BERDASARKAN MALCOLM BALDRIGE
DI PUSKESMAS PONED DALAM
IMPLEMENTASI KESELAMATAN
IBU DAN ANAK**

DISERTASI



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ABSTRAK

Pengembangan Model Keselamatan Pasien Berdasarkan Malcolm Baldrige Di Puskesmas Poned Dalam Implementasi Keselamatan Ibu Dan Anak

Kematian ibu 75% terjadi masa persalinan dan nifas. Menjamin keselamatan ibu dan anak diharapkan dapat menurunkan angka kematian ibu dan anak secara signifikan. Tercatat 289 Kejadian Tidak Diinginkan (KTD) di Rumah Sakit. Belum ada laporan KTD di puskesmas tercatat. Dari kasus hukum dan media masa diketahui KTD juga terjadi di Puskesmas disebabkan belum adanya model dan pedoman pelaksanaan keselamatan pasien di Puskesmas Pelayanan Obstetri Neonatal Emergensi Dasar (PONED). Penelitian bertujuan mengembangkan model keselamatan pasien berdasarkan Malcolm Baldrige di Puskesmas PONED dalam implementasi keselamatan ibu dan anak.

Penelitian dilakukan 3 tahapan. Tahap 1 mengkonstruksi model berdasarkan Malcolm Baldrige dengan wawancara mendalam dan panel ekspert informan kunci dari Komite Keselamatan Pasien Rumah Sakit, Dinas Kesehatan Propinsi Sumbar Dan Kota Padang, Kepala Puskesmas PONED dan FGD dengan staf. Tahap 2 penelitian kuantitatif menganalisa kuesioner dari 194 staf puskesmas menggunakan SEM PLS sebagai dasar pembuatan model dan modul pelatihan. Modul disusun melalui uji validasi isi, materi, bahasa dan modul serta ujicoba skala terbatas. Tahap 3 menganalisa model dengan membandingkan pengetahuan staf sebelum dan setelah diberikan pelatihan.

Hasil tahap 1 didapatkan kepemimpinan, kebijakan, deteksi insiden, mitigasi, kepuasan pasien, komitmen pasien, risk grading, RCA&FMEA, beban kerja staf, komitmen staf dan audit internal merupakan variabel pembentuk model. Hasil analisa tahap 2 semua variabel berhubungan secara signifikan dengan keselamatan pasien kecuali kepuasan pasien namun teori, penelitian dan pakar mendukung tetap dimasukkan ke model. Tahap 3 terlihat peningkatan pengetahuan staf secara signifikan antara sebelum dan sesudah pelatihan.

Direkomendasikan Kementerian Kesehatan membuat kebijakan dan pedoman. Kementerian Pendidikan Tinggi dan organisasi profesi kesehatan memasukan sebagai materi pembelajaran. Puskesmas PONED mengadopsi model dalam memperbaiki sistem pelayanan kesehatan sehubungan dengan kredensialing dan akreditasi. Peneliti selanjutnya meneliti budaya keselamatan pasien, Puskesmas dengan karakteristik lain (non rawatan, daerah pedesaan) serta meneliti dari sisi pasien.

Kata kunci : KTD, Malcolm Baldrige, Keselamatan Pasien, PONED

ABSTRACT

Development of Patient Safety Model Based on Malcolm Baldrige In BEMONC CHC As Implementation of Mother and Child Safety

Maternal deaths 75% occurred during labor and childbirth. Ensuring maternal and child safety significantly reduce maternal and child mortality. Recorded 289 Adverse Event at the Hospital. No adverse event reported from Community Health Center (CHC). Many law problem and media report shown adverse event also occurred in CHC due to the absences of models and guidelines for the patient safety implementation in Basic Obstetric Neonatal Emergency Services (BONES). The study aims to develop a patient safety model based on Malcolm Baldrige at the BEMONC CHC as implementation of maternal and child safety.

The study was conducted in 3 stages. Phase 1 constructs the model based on Malcolm Baldrige with in-depth interviews and discussion with key informant Patient Safety Hospital Committee, West Sumatra Provincial Health Office and Padang City, Head of BEMONC CHC and FGD with health worker. Phase 2 of quantitative research analyzed questionnaires from 194 Puskesmas staff using SEM PLS as the basis for modeling and training modules. Modules are prepared through validation tests of content, materials, languages and modules as well as a limited-scale trial. Stage 3 analyzes the model by comparing staff knowledge before and after training.

Stage 1 results leadership, policy, incident detection, mitigation, patient satisfaction, patient commitment, risk grading, RCA & FMEA, staff workload, staff commitment and internal audit as model variables. The results of the 2nd stage analysis was all variables correlated significantly with patient safety except patient satisfaction but theories, research and expert reenter to the model. Phase 3 shows significantly increase in staff knowledge between before and after training.

Recommended Ministry of Health establish policies and guidelines. Ministry of Higher Education and health profession organizations include as the learning materials. The BEMONC CHC adopted a model in improving the health care system FOR credentials and accreditation. The researchers then examined the safety culture of patients, Puskesmas with other characteristics (non-care, rural areas) and examined from the side of the patient.

Keywords: Adverse Event, Malcolm Baldrige, Patient Safety, BEMONC CHC