

## IMPROVING THE QUALITY OF HEALTH SERVICES WITH THE IMPLEMENTATION OF PATIENT SAFETY EFFORT IN RENGEL PUSKESMAS

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### ABSTRACT

**Background:** Patient safety is one indicator of the quality of health services. Although patient safety incident data in first-level health care facilities are not yet accurate in Indonesia, patient safety is an important issue in improving service quality. Rengel Tuban Health Center is one of the health care facilities that implement patient safety efforts as a form of efforts to improve the quality of health services as referred to in the Law of the Republic of Indonesia Number 36 of 2009.

**Objective:** The purpose of this study is to identify the application of patient safety efforts at the Rengel Tuban Health Center to improve service quality.

**Methods:** The data collection techniques used were observation, interviews, and literature study. Data collection was carried out at the Rengel Tuban Health Center in January–February 2021.

**Results:** The results of data analysis showed that the implementation of patient safety efforts at the Rengel Tuban Public Health Center was adjusted to the standards of the Puskesmas accreditation assessment. However, in its realization there are still obstacles and shortcomings in meeting patient safety standards at the Rengel Tuban Health Center so it is necessary to optimize the application of patient safety efforts from all parties involved.

**Conclusion:** It can be concluded that puskesmas must provide safe and quality services to create a healthy subdistrict. Health centers need to improve patient safety in accordance with the Minister of Health of the Republic of Indonesia Number 36 of 2009.

**Keywords:** Patient Safety, Quality of Health Services, Puskesmas

### INTRODUCTION

Health development as part of national development has the aim of increasing the willingness and ability and awareness of healthy living for everyone in order to realize optimal public health degrees. Article 5 of the Law of the Republic of Indonesia Number 36 of 2009 concerning Health states that everyone has the right to obtain safe, quality and affordable health services.

Puskesmas is one of the health service facilities that is responsible for carrying out health efforts, both promotive, preventive, curative, and rehabilitative in a work area. Puskesmas as the organizer of health development is an integral part of national development. The purpose of holding health development is to increase awareness, willingness and ability to live a healthy life for

everyone in order to realize an optimal degree of public health, both socially and economically.

The Rengel Tuban Health Center is one of the first-level health care facilities that carries out its function as the organizer of Individual Health Efforts (UKP) and Community Health Efforts (UKM) and aims to improve health status in its working area.

Based on Permenkes No. 46 of 2015 concerning the Accreditation of Health Centers, Primary Clinics, Doctors' Independent Practices, and Dentists' Independent Practices in Appendix I of the Puskesmas Accreditation Standard states that in order for Puskesmas to carry out their functions optimally, they need to be managed properly starting from the resources used, the service process to service performance because the community wants safe and

quality health services, and can answer their needs. Therefore, efforts to improve quality, risk management and patient safety need to be implemented in the management of Puskesmas in providing comprehensive health services to the community through community and private empowerment efforts (Permenkes, 2015)

Patient safety according to the Regulation of the Minister of Health of the Republic of Indonesia No. 11 of 2017 concerning Patient Safety is a system that makes patient care safer, including risk assessment, patient risk identification and management, incident reporting and analysis, the ability to learn from incidents and their follow-up, as well as implementing solutions to minimize risks and prevent injury. caused by errors resulting from carrying out an action or not taking the action that should have been taken.

The Patient Safety Efforts implemented by the Rengel Tuban Health Center aim to improve the quality of health care facility services through the application of risk management that is applied to all aspects of the services provided by the Rengel Tuban Health Center. In addition, patient safety efforts also ensure that all actions in health services are carried out in accordance with minimum service standards and professional code of ethics for health workers.

The high number of patient safety incidents is the basis for the importance of patient safety efforts in health care facilities. In the January–December 2016 period, the National Patient Safety Agency reported 1,879,822 incidents of patient safety from the UK. The Ministry of Health Malaysia (Ministry of Health Malaysia) reported the number of patient safety incidents in the January–December 2013 period as many as 2,769 incidents and for Indonesia in the 2006–2011 KPPRS reported 877 patient safety incidents.

Many factors cause the high number of Patient Safety Incidents (IKP) in health care facilities. In addition to the causal factors, the impact of patient safety incidents also varies,

one of which is a decrease in patient satisfaction so that it affects the quality of the health service. Safe services can increase patient satisfaction so that it has a good influence on the image of a health care facility.

## RESEARCH METHODS

This scientific article is a type of descriptive scientific article. Data collection techniques used were direct observation, interviews and literature studies based on policies and documents related to quality and patient safety. Direct observations were made to see the process of implementing patient safety efforts at the Rengel Tuban Health Center. Interviews were conducted with the Quality and Patient Safety team using an interview guide adapted to Permenkes No. 46 of 2015 and the Health Center Accreditation Instrument. Meanwhile, the documents used as literature are guidelines, policies and/or applicable regulations related to quality and patient safety. Data collection was carried out at the Rengel Tuban Health Center in January–February 2021.

## RESULTS AND DISCUSSION

Quality of health services

According to Edward Deming (1940), Quality is a service that can satisfy customers, According to Joseph M. Juran (1954), that quality is the suitability of using a product to meet customer satisfaction. Meanwhile, according to Supriyanto & Wulandari (2011), quality is the overall characteristics and description of goods or services that show their ability to satisfy customer needs. So that it can be said that quality is something that is used to ensure the expected goals or outcomes and quality must always follow the latest developments in professional knowledge in order to satisfy customers.

The quality of health services is the degree or level of perfection of health

services carried out in accordance with applicable service standards. According to Azwar (1996), the quality of health services is multidimensional because the quality of health services can be seen from three points of view, namely from the service user, the service provider, and the party and the quality funder.

Based on Permenkes No. 46 of 2015 Attachment I to the Health Center Accreditation Standard states that the vision of health development organized by the Puskesmas is to achieve Healthy Subdistricts towards the realization of Healthy Indonesia. To realize the achievement of Healthy Districts, health services, especially Puskesmas must have the ability to provide quality, safe health services, and can answer the needs of the community.

Quality improvement is a process of measuring the degree of perfection of health services compared to standards or principles with systematic and continuous corrective actions to achieve optimum or excellent service quality in accordance with science and technology standards and the capabilities of existing resources (Supriyanto & Wulandari, 2011).

The quality or quality of health services cannot be separated from customer or patient satisfaction. Quality health services can increase patient satisfaction with the services provided. In addition, patient satisfaction can be used as a benchmark for the success of the service quality of a health facility. Patient satisfaction will be created when what is obtained is greater than expected.

According to Kotler in Cahyono (2008), patient satisfaction and safety with clinical management and efficiency are important in ensuring the quality of health services. The Institute of Medicine (2001) also said the same thing, namely the quality of a health service can be based on efficiency, effectiveness, timeliness, fairness, patient orientation, and patient safety. This shows that patient safety is one of the benchmarks for assessing the

quality of a health service, including Puskesmas.

Based on a literature study related to the quality of service at the Rengel Tuban Health Center, it was stated that there were several managements that were applied to improve the quality of service according to the needs and abilities of the Rengel Tuban Health Center. One of the managements used to improve the quality of service at the Rengel Tuban Health Center is risk management. This is in accordance with Permenkes No. 11 of 2017 concerning Patient Safety, that patient safety has the aim of improving the quality or quality of health services through the implementation of risk management in all aspects of health services available in these health services.

#### Patient Safety Efforts

Safety is a system that makes patient care safer, including risk assessment, patient risk identification and management, incident reporting and analysis, the ability to learn from incidents and their follow-up, as well as implementing solutions to minimize risks and prevent injuries caused by errors. carry out an action or not take the appropriate action.

One of the principles of health care is to save patients with procedures and actions that are safe and do not endanger patients and health care providers. Every health care facility must always maintain the security of its health care process in order to avoid medical errors that can affect the quality of health services.

Patient safety is an effort to ensure that all actions and activities related to patients carried out by health workers take place safely and do not cause harmful effects or impacts for patients through a series of activities that have been regulated in legislation.

Patient safety is an important point in every medical action, both minor and serious medical actions. Based on research by Maghfiroh & Rochmah (2017), patient safety has a major influence on the image, social responsibility, morals and performance of

health workers so that patient safety is related to quality issues and the image of a health service, including puskesmas.

Based on Permenkes No. 46 of 2015, that health facilities are required to pay attention to service quality and patient safety in every service activity and carried out continuously.

Based on research Firawati, et al. (2012), the implementation of patient safety and patient safety culture in a health care facility can be influenced by several factors, namely organization, work environment, and cultural factors.

In its implementation, patient safety efforts require continuous monitoring so that its implementation is in accordance with the objectives. Based on the research of Samra, R., et al. (2016), that there are several monitoring strategies that can be used as a monitoring method in the implementation of patient safety efforts. The monitoring strategy used can be adapted to the needs, capabilities and conditions of health care facilities.

*Monitoring* Patient safety efforts aim to ensure that the implementation of patient safety efforts is in accordance with agreed standards and criteria. While the monitoring strategy is a method that is chosen and used to facilitate the process of monitoring and finding obstacles during the implementation of patient safety efforts.

Therefore, as a form of monitoring strategy for patient safety efforts at Puskesmas, the Government of Indonesia issued a policy that regulates standards and criteria for evaluating the implementation of patient safety efforts in Permenkes No. 46 of 2015.

Based on the policy, it is stated that in order to ensure that quality improvement, work improvement and risk management implementation are carried out continuously in Puskesmas, it is necessary to carry out an assessment by external parties using established standards, namely through an accreditation mechanism.

Rengel Health Center is one of the health centers in Surabaya that has been

accredited. Based on the results of interviews and field observations, the implementation of patient safety efforts at the Rengel Health Center is adjusted to the element points of the Puskesmas accreditation instrument assessment. The following are the results of interviews and direct observations related to the implementation of patient safety efforts at the Rengel Health Center based on the Puskesmas Accreditation Instrument.

The first standard in implementing patient safety efforts at the Puskesmas is planning, monitoring, and evaluating patient safety efforts which are the responsibility of the staff working in clinical services. Based on observations and interviews with several parties at the Rengel Tuban Health Center, that planning, monitoring, and evaluating patient safety efforts have been carried out in accordance with applicable policies and guidelines.

Based on direct observation, there are planning documents, results of monitoring and evaluation of the implementation of patient safety efforts at the Rengel Tuban Health Center. This shows that the patient safety team has carried out its duties in implementing patient safety efforts at the Rengel Tuban Health Center.

The implementation of patient safety efforts cannot be carried out only by the patient safety team or health workers with the patient concerned and supporting technology, but must involve all parts of the organization, namely in the form of management support and good collaboration between staff (Sumarmi, 2017). Robbins and Judge (2008), stated that good teamwork is needed to produce positive synergies in achieving organizational goals.

Patient safety efforts must be well understood and defined by all parties involved so that the implementation of patient safety efforts can run well and achieve the desired goals. One of the goals of patient safety efforts listed in the Terms of Reference for the Rengel Tuban Health Center is to improve service quality and patient satisfaction.

The application of patient safety efforts to improve the quality of health services is not only related to the officers or human resources involved. However, creating a safe environment and avoiding things that are potentially harmful to patients is also a form of patient safety efforts (Ulrich & Kear, 2014).

Based on the results of observations at the Rengel Tuban Health Center, there are several officers who are Puskesmas who do not understand well the flow of patient safety incident reporting. The officer only recorded but was not reported according to the specified reporting time limit because he was still confused with the flow of patient safety incident reporting. In addition, there are officers who do not consistently record and report patient safety.

This is because officers do not fully understand the importance of recording and reporting in patient safety efforts. This is in line with research conducted by Gunawan, Widodo, & Harijanto (2015), that the lack of understanding and knowledge of officers regarding the procedures and benefits of reporting IKP can reduce the performance of officers in recording and reporting IKP.

Based on interviews with members of the patient safety team, it was said that there was still a lack of socialization related to patient safety efforts to Puskesmas staff so that there were still some officers who did not understand well things related to patient safety efforts at the Rengel Tuban Health Center.

Measurement, collection and evaluation of patient safety targets as referred to in the Minister of Health Regulation No. 46 of 2015 concerning the Accreditation of Health Centers, Primary Clinics, Doctors' Independent Practices, and Dentists' Independent Practices and Puskesmas Accreditation Instruments aims to assess the success of achieving patient safety indicators and are used as an effort to improve the quality of health services.

The measurement, collection and evaluation of patient safety goals serves as a

tool to find things that have the potential to cause harm both in the physical environment of health care facilities and health care procedures carried out by officers through assessments based on patient safety indicators. The results of the measurement and collection of patient safety goals are evaluated and used as material to create safe and quality health services, both from the physical environment and health care procedures by officers. This can also be called the patient safety management process.

Measurement of patient safety goals at the Rengel Tuban Health Center is carried out in every work unit and poly. Then the measurement results are collected and evaluated in risk management meetings to produce recommendations and follow-up plans. The results of the evaluation of patient safety efforts will be used as material for improvement and improvement of service quality at the Rengel Tuban Health Center which is integrated with all aspects of health services provided by the Rengel Tuban Health Center.

Evaluation of the results of improving patient safety efforts aims to see whether after repairing the patient's safety problems have been resolved or not. If it is still not resolved, then the patient safety team must recommend other alternative follow-ups to overcome the problem.

There are 6 patient safety indicators that are used as evaluation material in improving quality at the Rengel Health Center, namely the absence of patient identification errors in providing medical treatment, the absence of errors in drug administration to patients, the absence of errors in medical and nursing procedures, reducing the risk of infection at the Puskesmas, the absence of patient falls, and the effectiveness of communication.

Based on the recapitulation data on monitoring and evaluation of patient safety indicators at the Rengel Health Center in 2017, the average achievement of patient safety indicators in Trimester I was 98%, Trimester II was 96.9%, Trimester III was 96%, and



Trimester IV was 96.1%. . This shows that there is a decrease in the quality of service in terms of patient safety. So it is necessary to follow up improvements to the implementation of patient safety efforts at the Rengel Health Center in order to improve the quality of service.

The schedule for measuring, collecting and evaluating patient safety goals is carried out by the patient safety team on a monthly basis. However, sometimes the realization does not go according to schedule. Based on interviews with members of the patient safety team, this was due to time constraints and low commitment among members of the patient safety team in carrying out their duties

Based on Shobirin's research (2016), there is a significant relationship between work commitment, management implementation, and the quality of health services. The implementation of management will run well if it is supported by a high work commitment among members so as to improve the quality of health services.

The fourth standard is the evaluation and communication of improvement results. The results of improving patient safety efforts must be properly communicated to all parties involved so that problems related to patient safety become an important lesson for all parties, both to health service providers and patients, and it is hoped that previous shortcomings or mistakes will not recur in the future.

The form of communication of the results of improving patient safety efforts at the Rengel Tuban Health Center to patients and other Puskesmas visitors is through an information board installed in the waiting room of the Puskesmas where the results of the repair and evaluation will be posted on the information board and updated periodically.

Based on an interview with the head of the Quality Management team of the Rengel Tuban Health Center, each standard of patient safety measures applied at the Rengel Tuban Health Center has been integrated with the implementation of other health efforts in all

aspects of health services at the Rengel Tuban Health Center and coordinated with all parties involved and interested in achieve the desired goal in improving the quality of health services at the Rengel Tuban Health Center.

## CONCLUSION

Based on the results of observations and interviews as well as a study of literature related to the quality of health services and patient safety at the Rengel Tuban Health Center, the conclusion that can be drawn is that the Health Center must be able to provide safe and quality services in order to achieve the development goal of realizing a Healthy District. Patient safety efforts are one form of efforts to improve the quality of health services listed in the Minister of Health Regulation No. 46 of 2015 concerning the Accreditation of Health Centers, Primary Clinics, Doctors' Independent Practices, and Dentists' Independent Practices. The monitoring strategy applied in the implementation of patient safety efforts is through an assessment carried out by external parties based on the assessment elements contained in the Puskesmas Accreditation Instrument which is carried out comprehensively and periodically to improve the quality of health services. And the implementation of patient safety efforts at the Rengel Tuban Health Center is not optimal because there are still obstacles and shortcomings in meeting the standards of patient safety efforts listed in the Puskesmas Accreditation Instrument so that 2 of the 4 standards for patient safety efforts at the Rengel Tuban Health Center need to be optimized again in order to achieve the desired goals. in an effort to improve the quality of health services.

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