

ABSTRAK

Rumah sakit merupakan tempat pelayanan kesehatan yang berfungsi untuk memberikan pelayanan kesehatan yang bermutu kepada masyarakat. Rumah sakit harus mengutamakan keselamatan pasien. Pada Peraturan Menteri Kesehatan Republik Indonesia nomor 11 tahun 2017 tentang Keselamatan Pasien bahwa fasilitas pelayanan kesehatan rumah sakit harus menyelenggarakan keselamatan pasien melalui Tujuh langkah menuju Keselamatan Pasien yaitu (1) membangun kesadaran nilai keselamatan pasien, (2) memimpin dan mendukung staf, (3) mengintegrasikan aktivitas pengelolaan risiko, (4) mengembangkan sistem pelaporan, (5) melibatkan dan berkomunikasi dengan pasien, (6) belajar dan berbagi pengalaman tentang keselamatan pasien, (7) mencegah cedera melalui implementasi sistem keselamatan pasien. Ketujuh langkah tersebut harus dilaksanakan di Poli Obstetri dan Ginekologi yang pasiennya mayoritas ibu hamil, berdasarkan uraian di atas maka perlu dilakukan penelitian Pelaksanaan Program Keselamatan Pasien di Poliklinik Kebidanan Rawat Jalan Rumah Sakit Hasan Sadikin Bandung Tahun 2019. Penelitian ini adalah kualitatif. Informan penelitian menggunakan *purposive sampling*. Informasi diperoleh dengan wawancara mendalam, observasi dan telaah dokumen. Hasil penelitian, telaah dokumen didapatkan RSHS mengeluarkan Keputusan Direktur Utama RSHS Nomor: HK.02.03/X.4.1.3/13762/2018 tentang Panduan Keselamatan Keputusan ini memuat tujuh langkah menuju keselamatan pasien yang dilaksanakan oleh rumah sakit. Berdasarkan hasil wawancara dengan Kepala Instalasi Rawat Jalan Obstetri dan Ginekologi, Kepala KSM Obstetri dan Ginekologi, Kepala Seksi Pelayanan Medik, Ketua Komite Etik, Ketua Komite Mutu dan Keselamatan Pasien, Dokter dan Bidan di Poli Obstetri dan Ginekologi bahwa ketujuh langkah tersebut sesuai panduan keselamatan pasien RSHS. Simpulan, ketujuh langkah menuju keselamatan pasien di Poli Obstetrik dan Ginekologi telah sesuai dengan peraturan menteri kesehatan sehingga dapat meningkatkan mutu pelayanan dan akuntabilitasnya.

Kata Kunci: keselamatan pasien, rumah sakit, tujuh langkah menuju keselamatan pasien

ABSTRACT

The hospital is a place of health services that serves to provide quality health services to the community. Hospitals must prioritize patient safety. In the Regulation of the Minister of Health of the Republic of Indonesia number 11 of 2017 concerning Patient Safety that hospital health care facilities must carry out patient safety through the Seven Steps to Patient Safety namely (1) building awareness of the value of patient safety, (2) leading and supporting staff. (3) integrating risk management activities, (4) developing reporting systems, (5) involving and communicating with patients, (6) learning and sharing experiences about patient safety. (7) prevent injury through the implementation of a patient safety system. The seven steps must be carried out at the Obstetrics and Gynecology Polices where the majority of pregnant women are patients, based on the above description, it is necessary to conduct a research on the Implementation of Patient Safety Program in the Outpatient Midwifery Polyclinic of Hasan Sadikin Hospital in Bandung in 2019. This research is qualitative. The research informants used purposive sampling. Information obtained by in-depth interviews, observation and document review. The results of the study, review of documents obtained by RSHS issued the Decree of the President Director of RSHS Number: HK.02.03 / X.4.1.3 / 13762/2018 concerning Safety Guidelines This decision contains seven steps towards patient safety implemented by the hospital. Based on interviews with the Head of Obstetrics and Gynecology Outpatient Installation, the Head of KSM Obstetrics and Gynecology, Head of Medical Services Section, Chair of the Ethics Committee, Chair of the Patient Quality and Safety Committee, Doctors and Midwives at the Obstetrics and Gynecology Poly Committee that the seven steps are in line with patient safety guidelines RSHS. Conclusions, the seven steps to patient safety in the Obstetric and Gynecology Poly were in accordance with the Minister of Health's regulations so as to improve the quality of service and accountability

Keywords: *patient safety, hospital, seven steps to patient safety*