




## *Patient safety goals training at Charlie Hospital*

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### **Abstract**

*Patient safety has become a very important, even global issue. Various cases of accidents that occurred in various health institutions have become a case that worries many parties. Especially for leadership in units in health service institutions such as health centers, health clinics, and hospitals. Characteristics of a hospital that contains 4 types of complete risk factors (biological, ergonomic, chemical, and physical factors) are not easy to control, especially without a system control program. The purpose of this service is to increase knowledge and change the behavior of nurses in implementing patient safety goals. Which method is used in the form of training and mentoring to assess change in nurse behavior? The results of this service after being given a pre and post-test test there is an increase in the knowledge of nurses before and after education regarding patient safety.*

**Keywords:** *Patient safety; Nurse; Hospital*

## **Pelatihan sasaran keselamatan pasien di Charlie Hospital**

### **Abstrak**

Keselamatan pasien telah menjadi sangat penting, bahkan menjadi isu global. Berbagai kasus kecelakaan yang terjadi di berbagai institusi kesehatan telah menjadi kasus yang mengkhawatirkan banyak pihak. Terutama bagi pimpinan pada unit-unit di institusi pelayanan kesehatan seperti puskesmas, klinik kesehatan dan rumah sakit. Karakteristik rumah sakit yang berisi 4 jenis faktor risiko yang lengkap (faktor biologi, ergonomi, kimia dan fisika) tidak mudah dikendalikan, apalagi tanpa suatu program pengendalian yang sistematis. Tujuan pengabdian ini untuk meningkatkan pengetahuan dan mengubah perilaku perawat dalam menerapkan sasaran keselamatan pasien. Metode yang digunakan berupa pelatihan dan pendampingan untuk menilai perubahan perilaku perawat. Hasil dari pengabdian ini setelah diberikan *pre test* dan *post test* terdapat peningkatan pengetahuan perawat sebelum dan sesudah edukasi mengenai keselamatan pasien.

**Kata Kunci:** Keselamatan pasien; Perawat; Rumah sakit

## **1. Introduction**

Patient safety in hospitals is a form of activity in improving patient safety in hospitals service quality. This makes the demands of hospitals to civilize patient safety for service providers, especially hospital management as a decision maker. This culture is manifested in the behavior of service providers implementing patient safety standards. Patient safety culture According to the Agency for Health care Research and Quality (AHRQ), it can be seen from the perspective of hospital management, there are 12 dimensions, namely teamwork in space, supervisor's expectations and actions,

organizational learning, support management for patient safety, overall mindset, feedback on events, open communication with each other, always reporting incidents, teamwork between units, adequate staff, handover, and transfer and response are not mutually blaming a good safety culture will create quality improvement service (Nurlindawati & Jannah, 2018) Improving patient safety culture will prevent or reduce the causes of patient safety incidents so that no unexpected events.

One of the causes of patient safety incidents is the application of standard procedures and actors that influence patient safety incidents are the variables of age, experience, competence, cooperation, communication, constraints, and the application of standard operating procedures (Sukezi et al., 2019). The results of Arta's research (2022) that the identification of the level of knowledge, attitudes, workload, and supervision of nurses in the Cardiology Installation of Hospital X in 2022 was almost entirely considered good. However, several indicators need to be considered, namely there are still nurses who do not understand the meaning and the importance of reporting patient safety incidents, and there are still nurses who state that the formulation of the assignment method and making the details of the activities provided is not clear and has not planned a program to identify minimizing patient safety incidents (Susilawati, 2022).

Patient safety is a priority in providing nursing care, because one of the indicators of the achievement of quality, especially in patient safety goals. This is manifested in the form of compliance and the nurse's accuracy of the procedures applied in the hospital. Results research by (Galleryzki et al., 2022) that the achievement of patient safety goals is in good condition but the implementation is not following the standard determined by the Hospital Accreditation Commission (KARS) which is 100%. Therefore, it needs further improvement by assessing the implementation factor of patient safety goals. Charlie Hospital is a new hospital, so it is necessary to evaluate the implementation of patient safety goals. The results of observing the implementation of patient goals show that there are nurses who have not implemented patient safety goals properly. Based on the above background underlying dedication team from Widya Husada University to serve the community at Charlie Hospital with the theme of safety goals and training patients in supporting hospital accreditation.

## 2. Method

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Implementation of Community Service by the Teaching Team from Nursing Undergraduate Program at Widya Husada University Semarang, with a location at Charlie Hospital which will be held in August 2022. This activity was attended by 20 nurses at Charlie Hospital. This activity is given in the form of training which was previously started with data collection, training, and evaluation of activities. The method used in this activity is a discussion with nurses about the problems that faced and then continued with intervention with stages of activities among others:

- a. Preparation and Problem Identification  
Preparations for this community service activity are carried out in the form of data collection and data collection of implementing nurses.
- b. Implementation  
The main activity of participants is training with materials related to the safety of patients, patient safety goals, patient safety measures, and patient safety

standards. The target participants are 20 nurses. This service activity is carried out in the form of training using the method of lecture, discussion, and question and answer. Presentation of material using slides presentations displayed via zoom meeting.

Before the material was given, participants filled out a pre-test questionnaire first. The questionnaire includes patient safety materials. After submission of material continued discussion and question and answer. Evaluation is done by giving a post-test questionnaire. The post-test questions are the same as the pre-test questions. The pre-test and post-test measurements are intended to assess the differences in the knowledge of participants before and after getting the material.

### 3. Result and Discussion

This activity is carried out in the form of training and mentoring implementation of patient safety.

#### 3.1. Provision of patient safety materials

Before training was carried out, the team distributed pre-test sheets to participants to measure their level of knowledge before getting the material. Activity This ends with the provision of a post-test sheet to measure the level of knowledge of participants after being given patient safety material. This training is done through the provision of material about patient safety (Figure 1), patient safety goals (Figure 2), patient safety measures, and patient safety standards (Figure 3).



Figure 1. Presentation of patient safety materials



Figure 2. Presentation of patient safety standards materials



Figure 3. Presentation of patient safety goals

### 3.2. Pre-test and Post-test

The results of the answers of 20 participants related to pre and post-tests are presented in Figure 4.

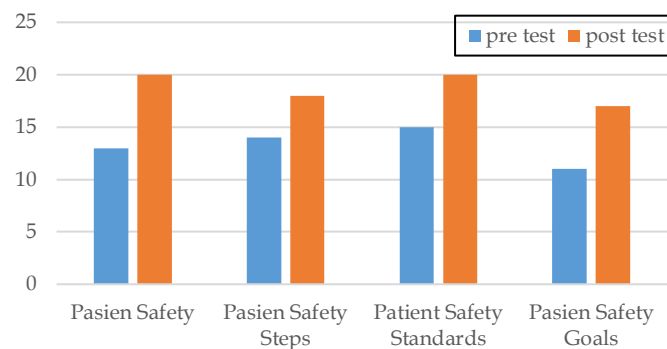


Figure 4. Knowledge value before and after patient safety training

Based on Figure 4, it is found that during the training and mentoring there is an increase in the knowledge of nurses in providing care Nursing already reflects patient safety behavior. This can be seen from the results of evaluations that have been carried out after training and assistance ends. Improving the quality of knowledge before and after the training, there is a significant effect. This can provide input to the hospital for monitoring and evaluation of the completeness of documentation (patient safety goals) (Sukesni & Wahyuningsih, 2022). The training program can be said to be successful if there is an increase in ability and meet the evaluation criteria and can transfer to the job and result in a change in attitude that can be measured by improving job performance. The training has a positive impact on the participants and can be applied well in daily work activities (Afandi & Mursyid, 2022). The training program provided needs to be accompanied by continuous, programmed, and planned training following the improvement nurses' needs for specific things that are performance demands nurses in implementing patient safety (Ayudhita et al., 2018).

## 4. Conclusion

The effect of the service activities carried out on the improvement of knowledge of nurses has an impact on improving behavior patient safety with the results of observations related to the behavior of nurses in Implementing patient safety behavior.

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