

## Factors Affecting Patient Safety By Nurses In Medan

Sontina Saragih\*

Akademi Keperawatan Columbia Asia Medan, Indonesia

Correspondence author : [sontinasaragih.kep@gmail.com](mailto:sontinasaragih.kep@gmail.com) \*

**Abstract,** Patient safety is a system that makes care safer, including risk assessment, identification and management of patient risks, reporting, incident analysis, the ability to learn from incidents and follow up, implementation of solutions to minimize risks and prevent injuries caused by errors resulting from carry out an action or take action that should be taken. This study aims to determine the factors that influence the implementation of patient safety by nurses at Hospital X in Medan. The type of research used is quantitative research with a cross sectional approach. The population in this study were 85 inpatient nurses at Hospital X in Medan. The number of samples in the study was 75 respondents according to the criteria, using the total sampling technique. The statistical test used is the Chi Square Test. The results of the research show that there is a relationship between nurses' knowledge ( $p$ -value=0.004), Hospital Organization/Management ( $p$ -value=0.030) and the implementation of patient safety by nurses at Hospital in Medan. Increasing the knowledge and skills of nurses' performance by holding training regularly and continuously, Create organizational policies by implementing a punish and reward system for nurses according to their performance.

**Keywords:** Patient safety, Nurse Knowledge, Hospital Organization

### 1. INTRODUCTION

Implementing patient safety is very important for hospitals because the impact that will arise if the patient safety program is not implemented can worsen the patient's illness, increase the costs incurred and even death. Apart from that, patient safety is also a top priority in health services and is the first critical step in improving the quality of services and is related to the quality and image of the hospital. Therefore, it is important for nurses and hospitals to pay attention to and implement patient safety standards in nursing practice in hospitals. However, Also stated that during this time the operational procedures were standard (SPO) hospital patient safety has not been fully implemented. Therefore, the author wants to explore what factors influence it implementation of patient safety by nurses at Hospital X in Medan.

Several theories support the findings of this research, such as theory patient safety, factors influencing the implementation of standards patient safety, and nursing behavior theory. Patient safety is regulated by Minister of Health Regulation 11 of 2017 concerning Patient Safety. Patient Safety is a system that makes patient care safer, including risk assessment, identification and management of patient risks, incident reporting and analysis, the ability to learn from incidents and follow up, as well as implementing solutions to minimize risks and prevent injuries caused by errors. the consequences of carrying out an action or not taking an action that should be taken. A patient safety incident is any unintentional event and condition that results in or has the potential to result in preventable injury to a patient (Siagian,

2020).

Patient safety goals are a requirement to be established in all hospitals accredited by the hospital accreditation commission. The preparation of this target refers to *Nine Life-Saving Patient Safety Solutions* from WHO patient safety (2018) which is also used by *Joint Commission International (JCI)* (Joint Commission, 2020) and hospital accreditation standards in Indonesia (Ministry of Health of the Republic of Indonesia, 2022).

- a) Accuracy of patient identification
- b) Increased effective communication
- c) Increased drug safety needs to be watched out for (*High Alert*)
- d) Certainty of exact - location, precise - procedure, precise – surgical patient
- e) Reducing the Risk of Health Care-Associated Infections
- f) Reducing the Risk of Patient Falls

## 2. RESEARCH METHODS

The research method used is quantitative descriptive approach *cross-sectional*. The research sample was taken from nurses who worked in X Hospital in Medan using the technique *purposive sampling*. Data collected through a questionnaire containing questions about factors that influences the implementation of patient safety by nurses. Data later analyzed using descriptive and inferential statistical tests. number of respondents in this study there were 75 nurses who met the inclusion criteria.

## 3. RESULTS AND DISCUSSION

This research found that there are several factors related to the implementation of patient safety by nurses, such as knowledge, attitudes and work environment. Apart from that, this research also found that the implementation of patient safety by nurses at Hospital X in Medan still needs to be improved. The knowledge of nurses at Hospital X in Medan was obtained from 75 respondents, 55 (73.3%) of whom had good knowledge. Based on the results of research conducted by researchers, nurses generally have good knowledge. The good knowledge possessed by nurses greatly influences the implementation of patient safety in providing nursing care every day. Based on the questionnaire, the majority of respondents answered questions 1-4, 6-15, 17-19 with the answer yes and the majority answered no to questions 5, 16 and 20.

The research results of Biresaw et al (2020) show a positive and significant relationship with nurses' knowledge and attitudes. The research results of Pambudi et al (2018) based on the

analysis results showed that the most dominant factor was knowledge with (OR=17.299). The results of research by Galleryzki et al (2023) identified four factors that influence patient safety attitudes categories namely nurse characteristics, physical and psychological fatigue, knowledge gained, and organization. Nurses who received information about patient safety during education had 2.7 times better safety attitudes compared to nurses who did not receive the information. Meanwhile, nurses who take part in continuing education programs have 3.7 times better attitudes than those who do not receive continuing education programs (Biresaw et al., 2020). Apart from the information provided, the training regarding patient safety received by nurses also has a positive impact on nurses' attitudes towards patient safety compared to nurses who do not receive training (Unver & Yenigun, 2020).

The results obtained from 75 respondents showed that the organization/management of Hospital Based on the results of research conducted by researchers, good hospital management greatly influences the implementation of patient safety. Of the 11 questions provided, the majority answered questions no. 1,3,4,8,9,10 strongly agree, questions no. 2,5,6,11 the majority answered disagree. Where the implementation of patient safety is one of the main indicators in quality assessment a hospital. The results of Latifah Yasriq's (2019) research, based on the results of the literature, found several factors that need to be considered, one of which is organizational influence. The research results of Galleryzki et al (2023) show that one of the categories that greatly influences patient safety attitudes is hospital organization. This factor can simultaneously be an obstacle or facilitate the intention to change behavior and change the environment for the better, including leadership, rewards, organizational structure and job design. Nurses who work in environments with adequate resources have more positive safety attitudes (Dorigan et al., 2020). In addition, nurses who have satisfaction working in their agency and work value have a higher mean value compared nurses who feel dissatisfied (AL Ma'mari et al., 2020; Dickens et al., 2019; Ozer et al., 2019).

The results obtained from 75 respondents showed that the implementation of patient safety at Hospital Based on the results of research conducted by researchers, the majority of patient safety implementation at Hospital x in Medan is good. Where the implementation of patient safety is one of the main indicators in assessing the quality of a hospital. However, there were 4 respondents who implemented sufficient patient safety, this is expected to be a concern for the hospital management itself. Nurses who work in environments with adequate resources have more positive safety attitudes (Dorigan et al, 2020). Apart from that, nurses who are satisfied working in their agency and value their work have a higher mean score than nurses who are dissatisfied (AL Ma'mari et al, 2020; dickens et al, 2019). a patient safety incident is

any unintentional event and condition that results in or has the potential to result in preventable injury to a patient (siagian, 2020).

#### 4. CONCLUSION

Based on the research results, it can be concluded that there are several factors related to the implementation of patient safety by nurses, such as knowledge, attitudes and work environment. Apart from that, this research also found that the implementation of patient safety by nurses at Hospital X in Medan still needs to be improved. Therefore, the author recommends several actions to improve the implementation of patient safety by nurses, such as increasing the knowledge and skills of nurses, improving the work environment, and increasing supervision and monitoring of the implementation of patient safety standards.

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