

# Analysis of Patient Safety and Occupational Health Safety in Surabaya Haji Hospital

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## Abstract

**Introduction:** Safety standards are one of the important indicators of hospital services. But so far there have been no studies that discuss safety efforts in the Surabaya Haji Hospital. This study aims to study and understand the management in the Intensive Care, Central Surgery and Inpatient Installation of the Surabaya Hajj Hospital, especially the standards of patient safety and occupational health safety in the hospital. **Method:** The study used primary data from observation, in-depth interviews, and secondary data from each unit. Study location were in Intensive Care Unit, Central Surgery Installation and Inpatient Installation. **Results:** This study shows the efforts of the Surabaya Haji Hospital in ensuring patient safety and work safety in the hospital environment. In general, the steps of hospital management were right. Patient safety procedures referred to service quality standards at JCI hospitals. While work safety efforts in hospitals have also received attention because a special team has been formed that regulates hospital health and safety. **Conclusion:** To ensure patient safety and occupational health safety in the hospital runs according to established procedures, hospital management needs to conduct regular supervision.

**Keywords:** *patient safety, occupational health, hospital, services quality*

## Introduction

Hospital is the center of specialist and subspecialist medical referral services, with the main function of providing and organizing healing (curative) and recovery (rehabilitative) as the health efforts for the patients<sup>1,2</sup>. According to those main functions, it needs an arrangement so the hospital can utilize its resources more efficiently and effectively.

The future hospital should be prepared by following the new paradigm where people start to perceive hospital as the center of excellence, hence hospital cannot perform unprofessional and underperform quality of services, considering the constant increase of people awareness for the satisfying health service needs, not merely focus on medical services system alone, but also doing an improvement in managerial system. The improvement effort of hospital managerial needs innovation, creativity, development, and a broaden mind to be able to compete fairly and give an optimal advantage for the external customer (the health service user) as well as the internal customer (the hospital workers).

A quality health service was one of the basic needs of all people. It has been realized long time ago, therefore every policy of health development by the government always aimed to increase the health quality services to the people. A lot of efforts have been made to increase the quality of health service through accreditation or institution specification of health service provider. The hospital growth as the center of the health service was rapid because of the role and function of the hospital in giving the complete health service to the people either promotion, prevention, medication and rehabilitation<sup>3,4,5</sup>. The hospital should compete fairly, its service should follow the current demands. Hospital should improve itself in technological development, quality of human resources, including the health services provider resources and administrative resources.

This study aimed to learn and understand the management in Intensive Care Unit, Central Surgery Installation, and Inpatient Installation of Surabaya Haji Hospital especially on patient safety standard and occupational health safety in hospital<sup>6,7</sup>.

## Method

This study used direct observation in Intensive Care Unit, Central Surgery Installation, and Inpatient Installation in Surabaya Haji Hospital. The data obtained by direct interviews and the existed data in Intensive Care Unit, Central Surgery Installation, and Inpatient Installation in Surabaya Haji Hospital.

## Result and Discussion

### Patient Safety

Hospital patient safety standard referred to “*Hospital Patient Safety Standards*” which published by *Joint Commission on Accreditation of Health Organization*, Illinois, USA, in 2002 which was adopted to the hospital situation and condition in Indonesia. Those patient safety standards consisted of seven points, i.e: patient rights, educate the patient and their family, patient safety and service balance, the use of performance improvement methods to do evaluation and safety improvement programs, leadership role in patient safety improvement, communication is a key for the staffs to achieve the patient safety.

According to patient safety standard, therefore Surabaya Haji Hospital designed a new process or fixed the existing process, monitored and evaluated the performance through data collection, intensively analyzed the Unexpected Event, and did a change to improve quality performance and patient safety. The designed process should refer to the Surabaya Haji Hospital visions, missions, and goals, patient needs, health service providers, actual clinical principle, healthy business practice, and other factors which potentially risking the patient<sup>8,9,10</sup>.

The Seven Steps of Hospital Patient Safety are: (1) raise the awareness of patient safety value, (2) lead and support your staff,

(3) integrate risk management activity,

(4) develop reporting system,

(5) involve and communicate with patient,

(6) learn and share the patient safety experience,

(7) prevent injury through the implementation of patient safety system.

Related with the attempts to increase the patient safety specifically. These targets highlighted the troubled area in health service and elaborate the solutions of a consensus based on proof and skill towards the problem. With the recognition that a good system design was intrinsic/merge in delivering of a safe and high-quality care, generally the goal targets focused on systemic solution, if possible<sup>11</sup>.

The 6 patient safety targets are:

1. Accuracy of patient identification
2. Enhancement of effective communication
3. Enhancement the drug safety of high alert medication
4. Certainty of precise-location, precise-procedure, precise-operated patient
5. Reduction the infection risk related to health service
6. Reduction of fall risk

To support the patient safety achievement, thus Surabaya Haji Hospital will do the patient safety monitoring and evaluation program. The monitoring and evaluation steps which will be done are<sup>12,13</sup>:

1. All management staffs of Surabaya Haji Hospital will periodically be doing the patient safety monitoring and evaluation program which conducted by the Surabaya Haji Hospital Safety and Quality Committee.

2. Surabaya Haji Hospital Patient Safety Committee periodically (maximum in 3 years) do the patient safety guidelines, policy, and procedure which used in the hospital.

3. Surabaya Haji Hospital Patient Safety Committee do the monitoring (supervised the services unit) once in a month. Surabaya Haji Hospital Patient Safety Team do the activities evaluation every three months and make the follow-up.

### Occupational Safety

Occupational health and safety were the effort to give a safety assurance and increase the workers health degree by preventing work related disease, workplace

hazard control, health promotion, medication, and rehabilitation.

The hospital occupational health and safety programs were:

1. Occupational health and safety service standard
2. Do the health check before work for the worker
3. Conduct the occupational health and safety education and promotion/workshop and provide help to the hospital workers in self adaptation either physically or mentally with their job
4. Do health examination periodically at minimum once in a year
5. Improve worker's body health, mental condition, and physical ability (additional nutrition, exercise, recreation and mental/spiritual coaching)
6. Provide medication and rehabilitation for the workers which suffer from illness (free basic medication, provide medication and bear the medication expenses for the workers with work related disease)
7. Conduct work environment monitoring and ergonomic which related to occupational health (physical, chemical, biological, psychosocial, and ergonomic monitoring/measurement)
8. Occupational health and safety standard for infrastructure, facilities, and work tools
9. Coaching and supervision for the infrastructure, facilities, and health equipment (operational permit, calibration, operational SOP)
10. Coaching and supervision or adjustment of work equipment to the workers (identification and risk measurement)
11. Coaching and supervision of the working environment (working environment meet the physical, chemical, biological, ergonomic, and psychosocial requirements)
12. Coaching and supervision of the sanitation (food, beverage, water, laundry, waste and rubbish, insect and rat control, sterilization/disinfection, radiation protection)
13. Coaching and supervision of work safety

equipment (safety sign, provision of work safety equipment)

14. Occupational safety promotion/workshop
15. Coaching and supervision of fire countermeasure system management (fire prevention and countermeasure infrastructure and facilities, SOP, socialization, and fire drill)
16. Reporting and follow up system
17. Evaluation, recording, and reporting occupational safety activities.

Through their activities Surabaya Haji Hospital provided secure, functional, and supportive facilities for the families, staffs, and visitors. In the book of Hospital Occupational Health and Safety, Surabaya Haji Hospital determined to conduct hospital occupational health and safety as follow <sup>11,12</sup>

1. Reducing and controlling hazard and risk
  2. Preventing accident and injuries
  3. Maintain the safety condition
- As for the facilities provided by Surabaya Haji Hospital for the staffs in Inpatient Installation were:
1. Workshop and refreshment on disaster and fire management
  2. Provide a proper work safety equipment
  3. Provide the health examination facilities
  4. Provide the fire extinguishers facilities in each polyclinic waiting room
  5. Provide written evacuation sign facilities for the fire/disaster incident.
  6. Do the calibration for the health equipment

## Conclusion

This study showed Surabaya Haji Hospital efforts to ensure the patient safety and occupational safety in hospital environment. In general, hospital management steps have been done properly. The patient safety procedure has referred to the JCI standard quality of services <sup>12,13</sup>. While the hospital work safety has been a concern which proved by the establishment of a special

team which organize the hospital health and safety. In order to ensure the patient safety and hospital work safety could be functionate according to the established procedure, the hospital management should routinely perform supervision.

**Ethical Clearance:** This research has been approved by Health Research Ethics Committee of Faculty of Nursing Universitas Airlangga Number 1777-KEPK in 2019.

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**Conflict of Interest**

There is no conflict of interest.

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