

MANAGEMENT FUNCTION IN PASIEN SAFETY PROGRAM



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Six Dimension of Quality Health Care

Recommended by Institute of Medicine (IOM) :

- Safety**
- Efficient
- Effective
- Timeliness
- Patient Centered**
- Equity

(Flynn, E.,2004)

“ Patient Safety programs were born of existing practices **that were expanded, formalized, **and** centralized.”**



Patient safety in various countries

- USA: AHRQ (Agency for Healthcare Research and Quality), 2001
- Australia: Australian Council for Safety and Quality in Health Care, 2000
- UK: NPSA (National Patient Safety Agency), 2001
- Canada: NSCPS (National Steering Committee on Patient Safety), CPSI (Canadian Patient Safety Institute), 2003
- Malaysia: Patient Safety Council, 2004
- Denmark: Patient Safety Act, 2003
- Indonesia: Hospital Patient Safety Committee (KKPRS) 2005
- DR.Sardjito Public Government Hospital - Yogyakarta: Kepas Merak Team, August 2006



Issues of Patient Safety Management Problem

- Organizing
- Monitoring and Controlling
- Evaluating
- Integrated Information system



Seven Steps to Patient Safety

1. Build awareness of the value of patient safety
2. Lead and support staff
3. Integrate risk management activities
4. Develop a reporting system
5. Involve and communicate with patients
6. Learn and share experiences about patient safety
7. Prevent injuries through the implementation of patient safety systems



Integration Management in Patient Safety Culture

Patient safety culture can be implemented properly by management function :

- planning,
- financing,
- organization,
- staffing,
- controlling
- evaluation of problem solving

(Cahyono, 2008).

Implementation of patient safety in Primary health center

Management

1. Planning,
2. financing,
3. organization,
4. staffing,
5. controlling
6. evaluation of problem solving

Implementation

1. Create the design of patient safety activities
2. Funding allocation
3. Create Structure Organization, Job description
4. Staff Managing and qualification
5. Controlling of the patient safety activities at the primary health center
6. Reporting, and discussing every problem about patient safety



Patient Safety Implementation at Loa Janan Primary Health Center



VISION “ Making Primary Health Center Loa Janan a qualified Primary Health Care Center, based on customer satisfaction and safety.

Mission

- Improving human resources through education and training of health workers, Seminars, Courses and Cultural read health books.
- Improve the discipline and performance of staff.
- Develop facilities and infrastructure according to the standard of service.
- people's partnership with across relevant sectors.
- Build patient safety culture, both health care workers and patients.**
- Holistic and PHN.
- Improving staff welfare

The Success of Patient Safety Program

- Role of leadership in Patient safety Program
- Create good program in Patient safety
- Increase the importance of patient safety program to all PHC officers and patients
- Medical Monitor card for Patient Safety Measuring
- Patient Safety Model With Geo Medic Mapping Program
- Evaluate patient safety program continuously



PATIEN SAFETY

PATIENT SAFETY MONITORING CARD FOR MEDICAL PROCEDURE

name:

age:

address:

date:

To be completed by health workers (doctors, midwives, paramedics):

No	MEDICAL PROCEDURES IN OUTPATIENT DEPARTEMENT	Poli	Signature
1	Certain drugs		
2	Injection		
3	Immunization		
4	Minor surgery		
5	Others		

After a given action (minor surgery, injections and immunizations) patients had to wait 15 minutes at the health center. If there are no complaints, the patient can go home!

1 hour later:

1 day later:

3 days later:

If there is a complaint immediately contact health personnel in health centers or health care facilities nearby (clinics, physician practices, hospitals) to bring this monitor card.

Submit it to the health center monitor card Card you submit will be analyzed for improvement in Loa Janan primary health center for the safety of the patient / community.

Patient Safety Model With Geo Medic Mapping Program

- Patient safety is not only carried out in health centers but also in villages
- GMM (Geo Medic Mapping) is the observation of a outside of health model problems by using the map area.
- Focus on all out side the building of Primary Health Center programs



GMM Programs

- Clean and healthy living behaviors
- Mother and Child Health
- Malnutrition
- Infectious disease
- Disaster

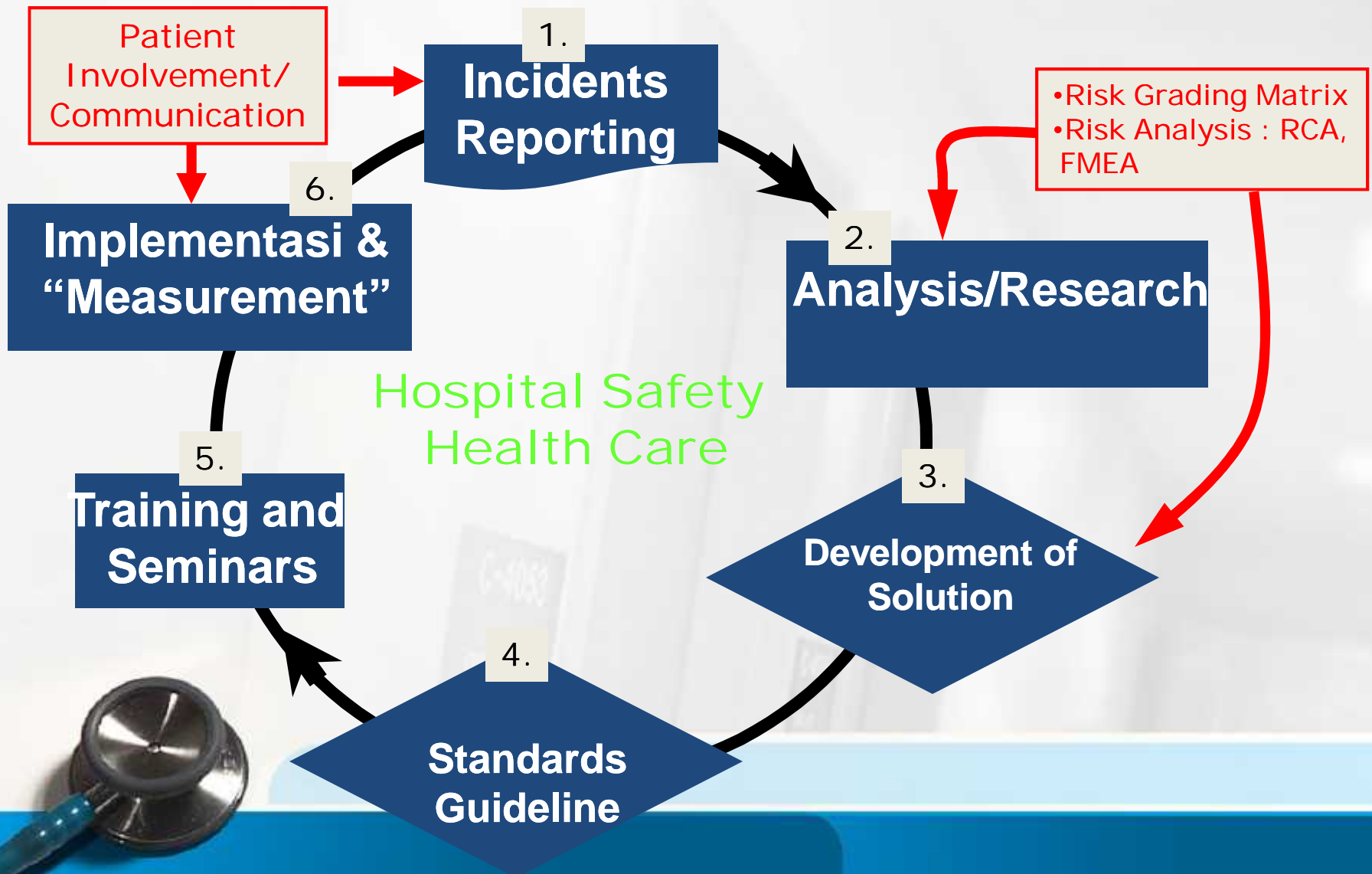
Partnership between primary health center staff and community is needed to implement GMM Program

Patient Safety in The Hospital

- The use of various drugs type examination, and procedures, patients and hospital staffs could potentially lead to medical error



Activity Cycle Patient Safety



General Hospital of Dr. Sardjito Yogyakarta

- Patient Safety team building and Clinical Risk Management (Team Kepas Merak)
- Patient Safety socialization with 7 step approach
- Developing of hospital policy for patient safety
- Developing of adverse event reporting system and supporters
- Analysis to perform reporting corrective action



Mission of The Patient Safety Team at Dr. Sardjito Hospital

- Providing services that are accessible, especially for poor people with high quality (world class quality), safe, affordable, and leads to customer satisfaction and patient safety

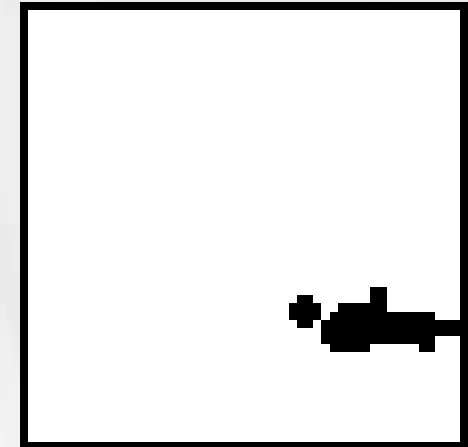
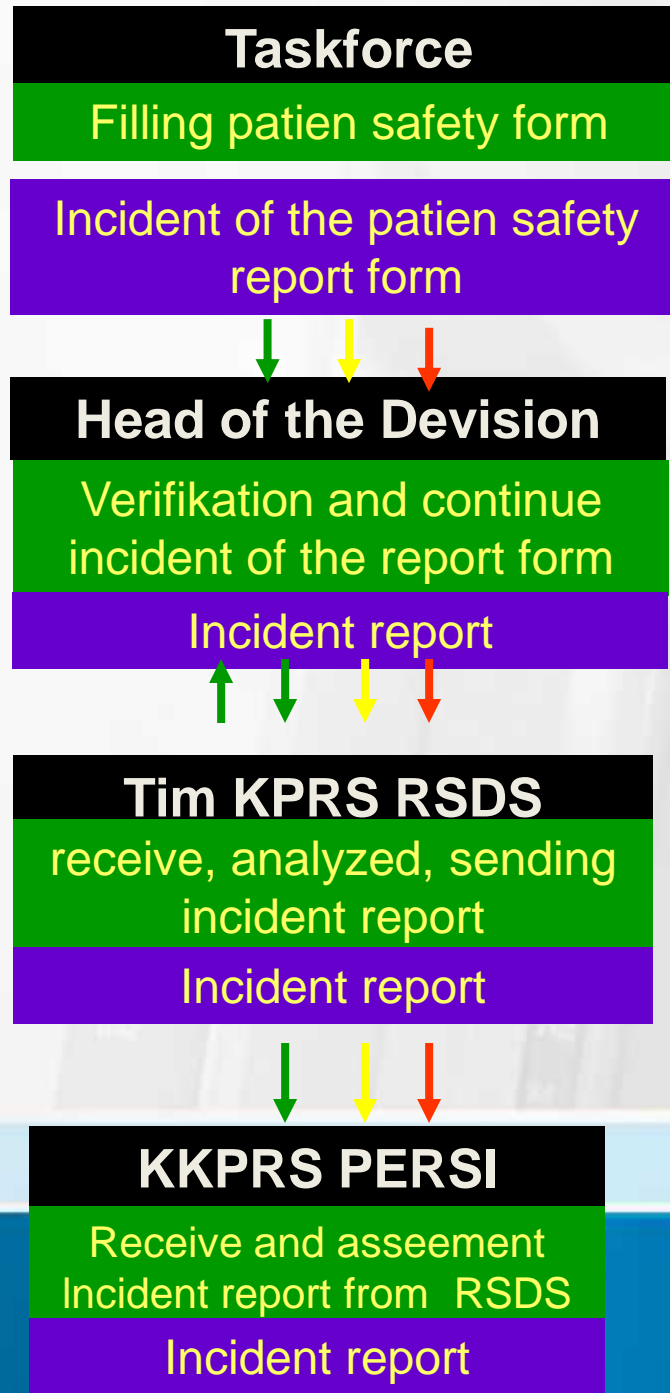


Job Description of Patient safety team (Kepas Merak)

- Dissemination basic socialization of patient safety basic concept and clinical risk management;
- Promote a reporting culture
- Analyze each event and propose corrective actions



Incident Report Mechanism



Sutena, RS Sardjito

Patient Safety In PKU Muhammadiyah Bantul Private Hospital

- Patient safety application of the standard input, process and out put are considered good, the indicators of correspondence between the operational guidelines, Standard Operating Procedures and conditions in the Observation Guidelines 2008 Guidelines for Patient Safety and Hospital
- Accreditation Survey Guidelines Special Guidelines for Emergency Services (Revised Edition 2007), Law Hospital No. 44 in 2009, and the procedure of Patient Safety 2008

- According to the results of the interview with patients showed that health services by medical staffs are good and satisfactory.
- Evaluation process carried out by the Quality Team, to ensure smooth implementation and compliance with applicable standards or rules.



- Although in the case of Patient Safety reporting still needs the support of the leadership team of Patient Safety, but the progress in transparency and provide a report to the case has been done by the medical staffs.
- Socialization also intensively conducted to raise awareness of Patient Safety culture at each service activities.



Conclusion

- Function of Patient Safety Management at primary health care and hospital needs to be improved in the Universal Health Coverage era.
- Build patient safety culture, both medical staffs and health center visitors (patients)



THANK YOU FOR YOUR ATTENTION

