

ABSTRAK

Murni Teguh Memorial Hospital merupakan rumah sakit tipe A yang memiliki tingkat kompleksitas pelayanan tinggi sehingga berpotensi menimbulkan berbagai risiko klinis yang dapat berdampak pada keselamatan pasien dan mutu pelayanan. Penerapan *Clinical Risk Management* (CRM) menjadi strategi penting dalam upaya penguatan manajemen risiko rumah sakit. Penelitian ini bertujuan untuk mengevaluasi strategi penguatan manajemen risiko rumah sakit melalui penerapan CRM di Murni Teguh Memorial Hospital.

Penelitian ini menggunakan pendekatan deskriptif kualitatif. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan telaah dokumen. Informan penelitian berjumlah delapan orang yang terdiri dari tiga orang direksi, satu orang ketua komite mutu, tiga orang kepala unit pelayanan, serta satu orang kepala keperawatan. Analisis data dilakukan dengan menerapkan triangulasi sumber dan metode untuk menjaga keabsahan data.

Hasil penelitian menunjukkan bahwa identifikasi dan analisis risiko klinis telah dilaksanakan secara sistematis dan selaras dengan prinsip ISO 31000, WHO, dan Standar Akreditasi Rumah Sakit. Implementasi CRM telah terintegrasi dalam sistem manajemen rumah sakit dan program Peningkatan Mutu dan Keselamatan Pasien, didukung oleh komitmen pimpinan, sistem pelaporan insiden berbasis elektronik, serta audit dan evaluasi berkala. Strategi penguatan dibangun atas lima pilar utama, yaitu kepemimpinan dan tata kelola risiko, proses manajemen risiko klinis terintegrasi, penguatan kompetensi sumber daya manusia, budaya keselamatan dan pelaporan non-punitif, serta monitoring dan pembelajaran berkelanjutan. Namun, efektivitas implementasi masih dipengaruhi oleh beban kerja dan turnover tenaga kesehatan yang tinggi serta variasi partisipasi staf, sehingga diperlukan penguatan budaya keselamatan dan pengelolaan sumber daya manusia secara berkelanjutan.

Kata kunci: *Clinical Risk Management*, Manajemen Risiko Rumah Sakit, Keselamatan Pasien, Mutu Pelayanan

ABSTRACT

Murni Teguh Memorial Hospital is a Type A referral hospital characterized by a high degree of service complexity, which gives rise to a range of clinical risks that can affect patient safety and the quality of care. The adoption of *Clinical Risk Management (CRM)* serves as a central approach to strengthening the hospital's overall risk management framework. This study seeks to examine how hospital risk management is reinforced through the application of CRM at Murni Teguh Memorial Hospital.

A descriptive qualitative design was applied. Data were obtained through in-depth interviews, direct observation, and document analysis. Eight informants participated in the study, comprising three members of senior management, the chair of the quality committee, three unit managers, and the head of nursing. Data credibility was ensured through triangulation of sources and methods.

The results demonstrate that clinical risk identification and assessment are conducted in a structured manner and are aligned with the principles of ISO 31000, World Health Organization guidelines, and national hospital accreditation standards. CRM has been embedded within the hospital management system and the Quality Improvement and Patient Safety program, supported by strong leadership commitment, a digital incident reporting platform, and routine audit and review mechanisms. The strengthening framework is underpinned by five interconnected domains: leadership and risk governance, integrated clinical risk processes, workforce capacity building, a culture of safety with non-punitive reporting, and ongoing monitoring and organizational learning. Nonetheless, implementation remains constrained by heavy workloads, high staff turnover, and uneven staff engagement, highlighting the need for continued development of safety culture and more systematic human resource management.

Keywords: *Clinical Risk Management, Hospital Risk Management, Patient Safety, Service Quality*