

ABSTRAK

Mutu merupakan suatu nilai kepatutan terhadap unit pelayanan tertentu, ditinjau baik dari aspek technical maupun interpersonal. Keselamatan pasien didefinisikan sebagai suatu upaya penghindaran, pencegahan dan perbaikan dari hasil tindakan yang buruk atau injuri yang berasal dari proses perawatan kesehatan. Tujuan dari penelitian ini ialah untuk mengetahui strategi peningkatan mutu dan keselamatan pasien di RSUD Royal Prima Medan. Jenis penelitian yang digunakan dalam penelitian ini ialah penelitian kualitatif dengan menggunakan pendekatan observasional deskriptif dengan metode PDSA (*Plan-Do-Study-Act*). Populasi ialah seluruh staf dan tenaga kerja yang berada dan telah bekerja di Rumah Sakit Royal Prima. Sampel *non probability sampling* dengan teknik *purposive sampling* sebanyak 10 responden.

Dari hasil penelitian didapatkan kesimpulan ketepatan identifikasi pasien baik, komunikasi efektif terkendala akibat pemberi instruksi tidak melakukan konfirmasi ulang, peningkatan keamanan obat terkendala akibat penempatan posisi obat-obatan serta keterlambatan laporan, kepastian tepat operasi baik, pengurangan risiko infeksi terkendala akibat jam yang bertabrakan dengan jam visit dokter serta SDM yang terbatas, pengurangan risiko pasien jatuh terkendala akibat kurangnya SDM serta keluarga pasien tidak menemani pasien Strategi: Perlunya manajemen waktu serta arahan dari manajemen Rumah Sakit, perlunya peningkatan sistem dalam hal pengorganisasian obat-obatan serta SPO pelaporan, perlunya penambahan SDM perawat serta edukasi kepada keluarga pasien risiko jatuh

Kata Kunci : RSUD Royal Prima, PMKP, Sasaran Keselamatan Pasien, PDSA

ABSTRACT

Quality is an appropriateness value for a particular service unit, in terms of both technical and interpersonal aspects. Patient safety is defined as an effort to avoid, prevent and improve the results of bad actions or injury that comes from the health care process. The purpose of this study was to determine strategies for improving the quality and patient safety at the Royal Prima Medan Hospital. The type of research used in this research is qualitative research using a descriptive observational approach with the PDSA (Plan-Do-Study-Act) method. The population is all staff and workforce who are and have worked at the Royal Prima Hospital. The sample of non probability sampling with purposive sampling technique is 10 respondents.

From the results of the study, it was concluded that the accuracy of patient identification was good, effective communication was constrained due to the instructor not reconfirming, the increase in drug safety was constrained by the placement of the drugs and the delay in reporting, the exact certainty of the operation was good, the reduction in the risk of infection was constrained due to the clock colliding with the clock doctor visits and limited human resources, reducing the risk of falling patients being constrained due to lack of human resources and the patient's family not accompanying the patient Strategy: The need for time management and direction from hospital management, the need for system improvement in terms of drug organization and SPO reporting, the need for additional human resource nurses as well as educating the patient's family at risk of falling

Keywords : Royal Prima Hospital, PMKP, Patient Safety Targets, PDSA