

ABSTRAK

Clinical Risk Management (CRM) memainkan peran yang sangat penting dalam mencegah dan menangani kesalahan medis. *Clinical Risk Management (CRM)* berhubungan erat dengan pelaksanaan asuhan keselamatan pasien yang akan berdampak pada pencapaian sasaran mutu rumah sakit, seperti di IGD yang merupakan salah satu unit pelayanan di Rumah Sakit yang menyediakan penanganan awal bagi pasien yang datang langsung ke rumah sakit yang menderita sakit ataupun cedera yang dapat mengancam kelangsungan hidupnya. Tujuan dalam penelitian ini adalah untuk mengetahui Implementasi *Clinical Risk Management (CRM)* di Instalasi Gawat Darurat RS Royal Prima Marelan. Penelitian ini merupakan penelitian kualitatif dengan informan dalam penelitian ini sebanyak 8 orang informan. Analisis data menggunakan triangulasi dimana dimulai dari pengumpulan data, reduksi data, penyajian data hingga penarikan kesimpulan. Hasil penelitian ini menunjukkan kebijakan dalam implementasi *Clinical Risk Management (CRM)* di instalasi gawat darurat RSU Royal Prima Marelan yang ada dalam SOP di buat sudah berdasarkan dengan undang – undang kesehatan dan penerapannya sudah berjalan dengan baik. Input dalam implementasi *Clinical Risk Management (CRM)* di instalasi gawat darurat RSU Royal Prima Marelan dilakukan dengan menerapkan pelatihan kepada petugas kesehatan dan dalam penerapannya RSU Royal Prima Marelan sudah memiliki sistem khusus RSAPPS fungsinya memudahkan pelaporan segala macam insiden atau kejadian yang berhubungan dengan risiko klinis dan keselamatan pasien. Proses dalam implementasi *Clinical Risk Management (CRM)* di instalasi gawat darurat RSU Royal Prima Marelan sudah berjalan dengan baik, namun terdapat kendala yang dihadapi yaitu pada keptuhan dan kedisiplinan SDM. Untuk mengatasi kendala tersebut RSU Royal Prima Marelan akan melakukan evaluasi ulang untuk mengatasi kendala tersebut. Output dalam implementasi *Clinical Risk Management (CRM)* di instalasi gawat darurat RSU Royal Prima Marelan adalah belum pernah terjadi kajadian tidak diinginkan dan atau membahayakan pasien yang berarti implementasi *Clinical Risk Management (CRM)* di instalasi gawat darurat RSU Royal Prima Marelan sudah efektif dilakukan.

Kata Kunci : *Clinical Risk Management*, Instalasi Gawat Darurat

ABSTRACT

Clinical Risk Management (CRM) plays a very important role in preventing and treating medical errors. Clinical Risk Management (CRM) is closely related to the implementation of patient safety care which will have an impact on achieving hospital quality goals, such as in the emergency room which is one of the service units in the hospital that provides initial treatment for patients who come directly to the hospital suffering from illness. or injuries that could threaten his survival. The aim of this study was to determine the Implementation of Clinical Risk Management (CRM) in the Emergency Room at Royal Prima Marelan Hospital. This research is a qualitative research with 8 informants in this research. Data analysis uses triangulation which starts from data collection, data reduction, data presentation to drawing conclusions. The results of this study indicate that the policy in the implementation of Clinical Risk Management (CRM) in the emergency room at the Royal Prima Marelan General Hospital which is contained in the SOP has been made in accordance with health laws and its implementation has been going well. Input into the implementation of Clinical Risk Management (CRM) at the emergency room at the Royal Prima Marelan Hospital is carried out by implementing training for health workers and in practice Royal Prima Marelan Hospital already has a special RSAPPS system whose function is to facilitate the reporting of all kinds of incidents or incidents related to clinical risk and patient safety. The process of implementing Clinical Risk Management (CRM) at the emergency room at RSU Royal Prima Marelan has been going well, but there are obstacles encountered, namely the adherence and discipline of human resources. To overcome these obstacles, RSU Royal Prima Marelan will conduct a re-evaluation to overcome these obstacles. The output in the implementation of Clinical Risk Management (CRM) in the emergency department of RSU Royal Prima Marelan is that there has never been an unwanted incident and/or endangering a patient, which means that the implementation of Clinical Risk Management (CRM) in the emergency department of RSU Royal Prima Marelan has been effectively carried out.

Keywords : *Clinical Risk Management, Emergency Room*