

ABSTRAK

Latar Belakang: Keselamatan pasien merupakan komponen utama mutu layanan rumah sakit dan berhubungan erat dengan kepuasan pasien. Enam Sasaran Keselamatan Pasien (SKP)—ketepatan identifikasi, komunikasi efektif, keamanan obat high alert, kepastian lokasi/prosedur/pasien, pengurangan risiko infeksi, dan pencegahan pasien jatuh—ditetapkan sebagai standar operasional yang wajib diterapkan di fasilitas kesehatan.

Tujuan: Mengetahui pengaruh penerapan enam SKP terhadap tingkat kepuasan pasien rawat inap di Rumah Sakit Royal Prima Medan tahun 2025.

Metode: Penelitian kuantitatif dengan desain potong lintang pada 150 pasien rawat inap yang dipilih secara consecutive sampling. Instrumen berupa kuesioner Likert 25 item. Analisis menggunakan statistik deskriptif, uji asumsi klasik, regresi linear berganda, dan regresi logistik (uji Wald).

Hasil: Terdapat hubungan yang kuat antara penerapan SKP dan kepuasan pasien ($R=0,821$; $R^2=0,674$; $p<0,001$). Secara parsial, ketepatan identifikasi ($p=0,010$), komunikasi efektif ($p=0,001$), keamanan obat high alert ($p=0,026$), pengurangan risiko infeksi ($p=0,002$), dan pencegahan pasien jatuh ($p=0,045$) berpengaruh signifikan, sementara kepastian lokasi/prosedur/pasien belum signifikan ($p=0,068$). Regresi logistik menunjukkan komunikasi efektif sebagai prediktor dominan (Wald=8,32; $p=0,004$; Exp(B)=1,756).

Kesimpulan: Penerapan SKP berpengaruh signifikan terhadap kepuasan pasien rawat inap, dengan komunikasi efektif sebagai faktor paling dominan. Temuan ini menegaskan pentingnya konsistensi penerapan SKP dalam meningkatkan mutu layanan dan kepuasan pasien.

Kata Kunci: keselamatan pasien, SKP, kepuasan pasien, rumah sakit.

ABSTRACT

Background: Patient safety is a key component of hospital service quality and is closely related to patient satisfaction. Six Patient Safety Goals (PSGs)—accurate identification, effective communication, high-alert medication safety, location/procedure/patient certainty, infection risk reduction, and patient fall prevention—have been established as mandatory operational standards in healthcare facilities.

Objective: To determine the effect of implementing the six PSGs on the level of satisfaction of inpatients at Royal Prima Hospital in Medan in 2025.

Methods: A quantitative study with a cross-sectional design was conducted on 150 inpatients selected using consecutive sampling. The instrument was a 25-item Likert questionnaire. Analysis used descriptive statistics, classical assumption tests, multiple linear regression, and logistic regression (Wald test).

Results: There was a strong relationship between the implementation of SKP and patient satisfaction ($R=0.821$; $R^2=0.674$; $p<0.001$). Partially, accuracy of identification ($p=0.010$), effective communication ($p=0.001$), high alert drug safety ($p=0.026$), reduction of infection risk ($p=0.002$), and prevention of patient falls ($p=0.045$) had a significant effect, while location/procedure/patient certainty was not yet significant ($p=0.068$). Logistic regression showed effective communication as the dominant predictor (Wald=8.32; $p=0.004$; Exp(B)=1.756).

Conclusion: The implementation of SKP had a significant effect on inpatient satisfaction, with effective communication as the most dominant factor. These findings emphasize the importance of consistent implementation of SKP in improving service quality and patient satisfaction.

Keywords: patient safety, PSGs, patient satisfaction, hospital