

Research Article



THE PATIENT SAFETY CULTURE IN REDUCING ADVERSE EVENTS: EFFECTIVE PATIENT SAFETY GOALS OF QUALITATIVE STUDY IN HOSPITAL X MEDAN

Irwansyah Lubis¹, Yasmin Adristi², Cahyani Arifah³, Elvida Wati Hasibuan⁴, Bunga Wiyanto⁵, Nabila Azkiyah Sirait⁶, Ananda Dwi Shafira⁷, Siti Fadillah Afifah⁸, Elsti Alvionita⁹

^{1,2,3,4,5,6,7,8,9} Department of Public Health, Faculty of Public Health, Universitas Islam Negeri Sumatera Utara, Campus IV UINSU 20353, Indonesia.

Corresponding Author :

Irwansyah Lubis, email: irwansyahlubis34@gmail.com, Phone: +62-821-6829-1940

Yasmin Adristi, email: yasminadristi166@gmail.com, Phone: +62-858-3742-3165

ABSTRACT

Background: Patient safety is a key factor in healthcare services, but in reality, there are still many cases of patients being injured while receiving care in healthcare settings, with impacts ranging from minor injuries to death. This study aims to evaluate the implementation of patient safety culture at Hospital X, especially the understanding, practices, and challenges faced by health workers.

Methods: The qualitative phenomenological method was used with purposive sampling, involving 7 informants (1 head of staff and 6 nurses) from the ward and TB Polyclinic. Data were collected through in-depth interviews, observations, and document studies, then analyzed using the Collaizi technique.

Results: The study showed that all informants understood the importance of patient safety culture as a basis for quality services. The six patient safety targets have been implemented well, supported by team communication and clear responsibilities. The main obstacles are the lack of nursing staff and facilities such as bed dividers. Management support and team collaboration were assessed positively, while informants' expectations include ongoing training, increased resources, and routine evaluations.

Conclusion: The study states that the implementation of patient safety culture at Hospital X Medan has been carried out with adequate awareness, although improvements are needed in consistency and availability of resources. Collaboration between management and health workers is needed to strengthen this culture sustainably.

Keywords: *Patient, Safety, Culture, Hospital Goal*

INTRODUCTION

Based on the latest data from WHO, patient safety remains an important global issue. It is estimated that one in ten patients experiences injury during hospital care, and more than half of these incidents are actually preventable. In high-income countries, about one in ten patients suffers adverse effects during hospital care, most of which are caused by preventable incidents up to nearly 50 percent (1). In New Zealand, the AE rate reached 12.9% of total hospitalized patients, while in the UK it was reported to be around 10.8%, and in Canada around 7.5%. The Joint Commission International (JCI) stated that the AE rate reached 10% in the United Kingdom, while in Australia the figure was higher, at 16.6% (2).

According to research conducted by Daud, in 2019 there were 7,465 patient safety incidents in Indonesia, namely 171 deaths, 80 serious injuries, 372 moderate injuries, 1,183 minor injuries, and 5,659 no injuries. It is known that 2,877 hospitals in Indonesia are accredited, but there are only 12% patient safety incidents with a total of 7,465 reports, this number includes 38% near misses, 31% non-injury incidents and 31% unexpected incidents. To avoid the impact of patient safety incidents, efforts are needed for hospitals, one of which is to build a patient safety culture (3).

According to the Indonesian Minister of Health Regulation No. 1691 of 2011 concerning hospital patient safety, a patient safety incident or event is any unintentional incident and condition that results or has the potential to result in preventable injury to patients, consisting of Unexpected Events, Near Misses, Non-Injury Incidents and Potential Injury Incidents. One of the aims of patient safety is to reduce Unexpected Events, so that this

goal is achieved, Patient Safety Targets (SKP) are prepared. Six patient safety targets (SKP): accurate patient identification, effective communication, increasing the safety of drugs that must be watched out for, ensuring the right location-right procedure for surgical patients, reducing the risk of infection, and reducing the risk of patient falls. This policy was formulated by adapting the Nine Life Saving Patient Safety Solutions guidelines from the World Health Organization (WHO) in 2007, which is also a reference for the PERSI Hospital Patient Safety Committee (KKPRS PERSI) and the Joint Commission International (JCI) in setting patient safety standards in health facilities (4).

Patient safety is a basic right of every person treated in a hospital. According to the Ministry of Health (2009) and Health Law No. 36/2009 Article 53 Paragraph 3, hospitals are required to prioritize the safety of patient lives in every service. Currently, ensuring patient safety has become the main focus of the global health system (5).

Patient safety is an important issue that needs serious attention because it greatly affects the quality of hospital services and plays a role in reducing the risk of injury to patients. Unfortunately, many health workers, especially nurses, have not fully implemented a patient safety culture optimally. Some of the obstacles faced by nurses in implementing patient safety standards include lack of socialization, inconsistent monitoring and evaluation, and the failure to implement proper patient safety procedures in accordance with operational standards and regulations in force in the hospital environment (6).

Patient safety culture is an important basis for ensuring patient safety in hospitals. Every hospital is required to ensure that the health services provided prioritize patient

safety. The first step in improving patient safety is to build a culture of safety, because a culture-based approach has been shown to be more effective in improving the quality of patient safety than simply implementing safety programs. Patient safety culture acts as the main foundation in implementing patient safety standards which are an important focus in every health service (7).

The purpose of this study was to comprehensively assess how the implementation of patient safety culture has been applied in health service practices at Hospital X. This study seeks to understand the extent to which health workers, especially nurses and related staff, have practiced patient safety principles in their daily activities, including their understanding of the six patient safety targets.

METHODS

The research design used in this study employs a qualitative approach with a phenomenological method, aimed at understanding the deep experiences and perceptions of informants regarding the implementation of patient safety culture at Hospital X Medan. The research was conducted at Hospital X Medan in April 2025, covering the inpatient unit and TB Clinic. Purposive sampling technique was used to select participants who have relevant experience and understanding of the research topic. Inclusion criteria include health staff directly involved in implementing patient safety targets. A total of 7 informants were involved, comprising 1 head of staff responsible for patient safety and 6 patient nurses working in the inpatient and TB Clinic. Data collection techniques used in this research include in-depth interviews, observations, and documentation. This

research employs Collaizi analysis technique.

RESULTS

Responden's characteristics

Table 1. Frequency distribution of respondents' characteristics based on age, gender, job, years of service, and education.

Responden's characteristics	n	%
Age		
≤ 38 tahun	4	57%
> 38 tahun	3	43%
Gender		
Male	0	0%
Female	7	100%
Job		
Head of staff	1	14%
Nurse	6	86%
Years of service		
≤ 5 tahun	4	57%
> 5 tahun	3	43%
Education		
Bachelor's Degree	5	71%
Associate's Degree	2	29%
Total	7	100%

The characteristics of the respondents in this study consist of 7 healthcare workers, all of whom are female (100%). Based on age groups, the majority of respondents are in the age range of ≤ 38 years, totaling 4 people (57%), while the remaining 3 people (43%) are in the > 38 years age group. In terms of occupation, one person (14%) is the head staff in charge of patient safety, while the other six people (86%) are nurses working in inpatient rooms and the TB clinic. From the perspective of work experience, the majority of respondents have ≤ 5 years of work experience, totaling 4 people (57%), while the other 3 people (43%) have worked for > 5 years. Regarding

education level, the majority of respondents have a bachelor's degree, totaling 5 people (71%), while 2 others (29%) are associate's Degree.

Theme 1: The Importance of Implementing Patient Safety Culture

All informants in this study stated that implementing a patient safety culture is very important because it concerns someone's life. A patient safety culture is the foundation of quality health services that requires cooperation from all parties, not only health workers but also the patient's family. The informants emphasized that patient safety must be part of everyday thinking and behavior, not just implementing protocols. Openness in reporting incidents is considered very important for future learning and prevention. With good implementation, incidents can be minimized, public trust in hospital services increases, and patients are protected from injury during treatment.

Theme 2: Understanding Patient Targets

All informants in this study stated that patient safety targets have been implemented in the hospital. The 6 patient safety targets include understanding how to identify patients, supervise medications, carry out effective communication, mark the operating area, understand infection prevention, and understand the risk of falling. The implementation has also been good, because it is accompanied by good communication in each unit and person in charge.

Theme 3: The Role of Health Workers in Implementing Patient Safety Goals

All informants in this study stated that they have roles such as good communication

and reminding patients, confirming with doctors before action to prevent incidents, monitoring patient vulnerability and assistance and educating patients about the risk of falling.

Theme 4: Allocation of Resources for Patient Safety

All informants in this study stated that nursing resources are still lacking, because many come in and out. For facilities, 4 out of 7 informants stated that there is still a lack of bed dividers to improve patient safety.

Theme 5: Support from Hospital Management and Coworkers in Improving Patient Safety Culture

All informants in this study stated that support from hospital management is good, management controls activities to improve patient safety culture well and ensures that workers and nurses comply with procedures that have been made by the authorities. Support from coworkers is also very good, when on duty it is not uncommon for coworkers between units to remind and encourage each other, this was expressed by informants. With the coordination between management and coworkers in the hospital, it will help to improve patient safety in the hospital.

Theme 6: Expectations for Improving the Implementation of Patient Safety Culture

All informants in this study expressed that their expectations for the implementation of patient safety culture in this Hospital include improving effective communication between health workers and with patients, strengthening cooperation between nurses and patient families, and

maintaining a transparent incident reporting system. The informants also hoped for consistency in the implementation of safety protocols, ongoing training for health workers, and the availability of adequate resources. They emphasized the importance of patient and family education, periodic evaluation of implementation, and strong support from management to make patient safety a core value in health services.

DISCUSSION

The Importance of Implementing Patient Safety Culture

This study shows that patient safety is very important in health services. All health workers interviewed agreed that patient safety is not just about following the rules, but must be a daily habit in the hospital. This is because it concerns human lives which are a shared responsibility.

Patient safety should be part of the way everyone in the hospital thinks and acts, from doctors, nurses, to the patient's family. It is not enough to just have written procedures, but it must be truly practiced in daily work. One of the keys is to create an environment where everyone dares to report errors or incidents that almost happened, not to blame, but to learn and improve the system.

When a patient safety culture is implemented well, many benefits can be obtained. The number of errors and accidents in care can be reduced. Patients will have more confidence in the hospital. Most importantly, the risk of patients experiencing injury during treatment will also decrease.

Patient safety should not be regarded solely as an administrative obligation, but rather as a fundamental value within hospital care. All healthcare workers, particularly

nurses, play a vital role in prioritizing patient safety in every aspect of nursing practice. Therefore, it is essential to reinforce this culture through regular training and the continuous development of safety-oriented habits (8).

Understanding Patient Targets

It is understandable that all informants have a good awareness of the importance of implementing patient safety targets in hospitals. The six main aspects that are the focus of the patient safety targets cover several crucial things in health services. The first is the correct patient identification procedure, which is a basic step to ensure that every medical action is given to the right patient. Second, strict supervision of drugs that aims to prevent drug errors that can be fatal. Third, effective communication between health workers is the key to coordination within the medical team. Fourth, clear marking of the operating area to minimize surgical procedure errors. Fifth, a deep understanding of infection prevention which is very relevant to efforts to reduce the number of nosocomial infections. And sixth, awareness of the risk of falls that are often experienced by patients, especially elderly patients or those with limited mobility. Interestingly, the implementation of these six targets was considered to have gone well by the informants, which was supported by effective communication between various work units and the presence of a clear person in charge for each aspect.

The effective implementation of patient safety goals directly enhances the quality and safety of healthcare services. Preventable incidents are often caused by identification errors and ineffective communication. Therefore, continuous education and regular supervision of the six

patient safety goals are essential to ensure proper execution (9).

The success in implementing these patient safety targets cannot be separated from several supporting factors. Good communication between staff is the backbone in ensuring that all procedures are carried out correctly. In addition, having a person in charge for each aspect provides clarity in the division of tasks and responsibilities. However, although the implementation is generally good, periodic evaluation is still needed to ensure that all standards continue to be implemented consistently, especially in the face of various challenges that may arise such as increasing patient volumes or limited human resources.

The Role of Health Workers in Implementing Patient Safety Goals

Effective communication appears as a fundamental thing carried out by health workers. This not only includes communication between fellow health professionals but also includes interactions with patients and families. Simple practices such as reminding patients about procedures to be undergone or medications to be taken have a significant impact on preventing medical errors. Nurses also emphasized the importance of reconfirming with the doctor before carrying out certain actions, a preventive step that although it seems simple, is very crucial in the patient safety chain.

Another aspect that is no less important is monitoring patient vulnerability. Health workers responsively observe the patient's condition to identify potential risks that may arise. Patient journey is an integral part of this process, where nurses not only provide clinical care but also ensure that patients feel

safe and comfortable during the treatment process.

Resource Allocation for Patient Safety

Based on the research findings, several challenges related to resource allocation that impact patient safety were identified. The main problem faced is the instability of the number of nursing staff due to the high staff turnover rate. All respondents in the study acknowledged that the shortage of nursing staff is a significant obstacle in maintaining optimal patient safety standards.

A shortage of human resources, particularly nurses, poses a risk to the optimal implementation of safety measures. Heavy workloads limit nurses' ability to provide adequate supervision, which has been shown to negatively correlate with adherence to patient safety protocols (10). In addition to human resource issues, the study also revealed limitations in terms of physical facilities. As many as 4 out of 7 informants highlighted the lack of bed dividers as a concrete problem that affects patient safety, especially for patients at high risk of falling. The limitations of basic tools such as bed dividers indicate a gap between patient safety needs and the availability of supporting facilities in health facilities.

This finding indicates that efforts to improve patient safety not only require staff training and awareness, but also need to be supported by the availability of adequate resources, both human resources and infrastructure. The imbalance between workload and number of staff, coupled with limited supporting facilities, can be a risk factor that affects the quality of service and overall patient safety.

Hospital Management and Colleagues' Support in Improving Patient Safety Culture

Hospital management plays a key role in fostering a safety culture by providing training, establishing incident reporting systems, and enforcing consistent evaluation mechanisms. Without structured and comprehensive support from management, a safety culture cannot be effectively implemented across all service units (11). The findings of this study revealed positive aspects related to managerial support and teamwork in efforts to improve patient safety in hospitals. All respondents stated that hospital management had provided adequate support through various monitoring and quality control mechanisms. The concrete forms of support provided include routine monitoring of the implementation of patient safety programs and enforcement of discipline in implementing established standard operating procedures.

The factors of management support and teamwork are critical components in building a sustainable patient safety culture. A comprehensive approach involving all hospital stakeholders has proven effective in creating a system that supports consistent patient safety practices.

Expectations for Improving the Implementation of Patient Safety Culture

Respondents in this study expressed several concrete hopes for improving the patient safety system in their hospitals. They want communication between medical staff and patients to be smoother and more effective. Better cooperation between nurses and patients' families is also considered important to help monitor patient conditions. The existing medical incident reporting

system is expected to continue to run openly and honestly, where every incident can be reported without fear. Nurses also hope that all safety rules are applied evenly in every part of the hospital, not only on paper but actually implemented in daily practice.

The need for routine training for staff and adequate medical equipment are also the main expectations. They emphasize the importance of providing sufficient understanding to patients and families about safety procedures. Routine evaluation of all patient safety programs is considered necessary to continue to make improvements. Full support from hospital leaders is highly expected to realize all of this. Nurses want patient safety to truly be the main priority in every medical action, not just a slogan. All of these hopes show the strong desire of medical personnel to create a safer hospital environment for patients.

To realize this, cooperation is needed from all parties - from the hospital director, doctors, nurses, to administrative staff. With a shared commitment, a culture of patient safety can truly be implemented in every aspect of health services in the hospital.

CONCLUSION

Based on the results of the research and discussion that has been conducted, it can be concluded that the implementation of patient safety culture at Hospital X Medan has shown positive developments although there are still several challenges that need to be overcome. Health workers, especially nurses, have a good awareness of the importance of patient safety as an integral part of quality health services. They understand that patient safety is not just an administrative procedure, but must be a work culture that is applied in daily practice.

This study found that six patient safety targets have been implemented quite well, especially in terms of patient identification, drug monitoring, effective communication, marking the operating area, preventing infection, and handling the risk of falling. This success is supported by effective communication between staff and the presence of a clear person in charge for each aspect. However, this implementation still faces obstacles in the form of limited resources, both nursing staff who often change and supporting facilities such as inadequate bed dividers.

Hospital management support and cooperation between staff are key factors in maintaining a patient safety culture. Management has provided good supervision and enforced discipline in implementing standard procedures, while staff in the field support and remind each other in carrying out safety practices. This collaboration creates a conducive work environment to improve the quality of service.

Health workers expressed their hopes to continue improving the patient safety system in the future. The main hopes include improving more effective communication, ongoing training for staff, the availability of adequate infrastructure, and regular evaluation of all patient safety programs. They also emphasized the importance of involving patients and families as partners in maintaining safety during care. Overall, this study shows that building a patient safety culture requires a shared commitment from all parties in the hospital, from the management level to field officers. By continuing to improve the system, increasing staff awareness, and completing supporting facilities, X Medan Hospital can create a safer care environment for patients and improve the quality of health services as a whole. The transformation towards a strong

patient safety culture does take time and effort, but it will provide great benefits for all parties, especially the safety and comfort of patients as the main recipients of services.

ACKNOWLEDGMENT

The authors would like to express their sincere gratitude to all parties involved in the preparation of this paper, particularly to Hospital X Medan for granting research permission and providing facilities throughout the study period, as well as to all medical professionals who served as informants.

REFERENCES

1. World Health Organization. 10 facts on patient safety. Geneva: World Health Organization; 2019 [cited 2025 May 30].
2. Basri, Purnamasari H. Faktor-Faktor yang Mempengaruhi Penerapan Sasaran Keselamatan Pasien pada Perawat di Ruang Rawat Inap UPT RSUD Deli Serdang. *Public Health Journal*. 2021 Apr;7(2):31–43.
3. Daud A. Sistem pelaporan dan pembelajaran keselamatan pasien nasional (SP2KPN). Jakarta: Kementerian Kesehatan Republik Indonesia; 2020. 6(12):738–43.
4. Nugraheni SW, Yuliani N, Veliana AD. Studi literatur: budaya keselamatan pasien dan insiden keselamatan pasien di rumah sakit. *Prosiding Seminar Informasi Kesehatan Nasional (SIKESNAS)*. 2021:290-5.
5. Huriati, Shalahuddin, Nur Hidayah, Suaib, Aryati Arfah. Mutu pelayanan

- keselamatan pasien di rumah sakit. Forum Ekonomi. 2022;24(1):186–94.
6. Gazali SA. Studi fenomenologi: Implementasi budaya keselamatan pasien di rumah sakit. Jurnal Kesmas Asclepius. 2023;5(2):245–56.
 7. Pratiwi AA. Beberapa faktor yang berhubungan dengan budaya keselamatan pasien di Rumah Sakit Umum Bangkatan Kota Binjai tahun 2018. Excellent Midwifery Journal. 2018;6(1):1–7.
 8. Siagian E, Tanjung WS. Penerapan budaya keselamatan pasien oleh perawat. Kabar J Ners. 2020;2(2):44–51.
 9. Saputra RA, Rizky W. Gambaran pelaksanaan sasaran keselamatan pasien oleh perawat berdasarkan standar akreditasi rumah sakit di instalasi rawat inap RSUD Kabupaten Karanganyar. Indones J Hosp Adm. 2023;6(2):53–62.
 10. Saffiri W, Maesaroh UN, Sulisetyawati SD, Murharyati A. Nurse workload and patient safety implementation in emergency installations. Jurnal Penelitian Perawat Professional. 2023;5(4):1-12.
 11. Pahlevi N. Pengaruh sikap profesional, kompetensi dan dukungan manajemen terhadap budaya keselamatan pasien di RS X. Journal of Hospital Management. 2024;7(2):145-52.