

Update Knowledge of Integrated Risk Management with Health Services at Yogyakarta Indonesia Hospital

Fatma Siti Fatimah^{a,1*}, Choirul Anwar^{a,2}, Raden Jaka Sarwadhama^{a,3}, Imram Radne Rimba Putri^{a,4}, Ari Susiana Wulandari^{b,5*}, Eliza Dwinta^{c,6}, Anafrin Yugistyowati^{c,7}, Edi Sampurno Ridwan^{a,8}, Mahfud^{c,9}, Nara Arumbintang^{a,10}, Tia Ageng Kirana^{a,11}, Zamroni^{d,12}, Noviyani Leksomono^{d,13}

^a Bachelor of Hospital Administration Study Program, Universitas Alma Ata, Yogyakarta, Indonesia, 55183

^b Bachelor of Pharmacy Study Program, Universitas Alma Ata, Yogyakarta, Indonesia, 55183

^c Bachelor of Nursing Study Program, Universitas Alma Ata, Yogyakarta, Indonesia, 55183

^d DKT Dr. Soetarto Tk.III Yogyakarta Hospital, Yogyakarta, Indonesia, 55224

¹ fatmasitifatihmah@almaata.ac.id; ² choirulanwar@almaata.ac.id; ³ jaka.sarwadhama@almaata.ac.id; ⁴ imramradne@almaata.ac.id; ⁵

arisusianaw@almaata.ac.id; ⁶ elizadwinta@almaata.ac.id; ⁷ anafrin.yugistyowati@almaata.ac.id; ⁸ edisampurno@almaata.ac.id; ⁹

mahfud@almaata.ac.id; ¹⁰ 200600098@almaata.ac.id; ¹¹ 190600073@almaata.ac.id; ¹² zamroniurobaya@gmail.com; ¹³

noviyani_leksomono@yahoo.com

* Corresponding Author

ABSTRACT

The research results showed a high level of implementation of clinical risk management (MRK) (77.78%). Risk management is an effort to analyze existing systems for potential errors to prevent incidents from occurring. Risk management is an organized effort to identify, prioritize risks, analyze and reduce potential risks that may occur to patients, visitors, staff and organizational assets. Hospital risk management can implement a policy design to prevent Adverse Events that harm patients. Community service activities through knowledge updates on integrated risk management with health services to increase the knowledge of health workers. This service method uses 3 stages of preparation for implementation through training and evaluation, with 51 participants taking part. As a result of this service to the community, there are still many health workers who have never attended training or seminars on risk management, as many as 34 health workers. Health workers already know about patient safety targets, after carrying out community service activities. Health workers already understand risk management

KEYWORDS

knowledge;
Risk management;
Patient safety;
Hospital



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1. Introduction

Risk management is an effort to analyze existing systems for potential errors to prevent incidents [1]. Risk management is an organized effort to identify, prioritize risks, analyze and reduce potential risks that may occur to patients, visitors, staff and organizational assets. Risk management is integrated with processes within the organization. The risk management process provides a framework that facilitates more effective decision making [2]. With risk management, hospitals can implement a policy design to prevent Adverse Events or Undesirable Events from occurring in providing health services [3].

Of the 9 hospitals in which the research was conducted, 7 of them had a high level of implementation of clinical risk management (MRK) (77.78%) [4]. Several organizational structural characteristics show a positive tendency towards MRK implementation, namely class and hospital ownership status, while the type of hospital does not show a tendency for a relationship [5]. There are 5 factors that have been identified and have a positive tendency towards MRK implementation, namely leadership, staff knowledge, hospital coordinators and policies, and accreditation [6]–[9].

Patient safety and security is still the main focus of attention in health services because the risks associated with providing these services cannot be completely eliminated and the impact is very large [10]. Health services that are unsafe and have potential life-threatening risks are the main cause of death and increased mortality rates in hospitalized patients in various countries [10]. Several studies reveal that around 2.9%-16.6% of patients experience undesirable events and 5%-13% of them result in death, of which 50% of these events can actually be prevented [11]. There are still those who have not implemented

the correct principles of administering medicines in hospitals and first level service facilities (FKTP) [12]. Patient safety incidents in hospitals will adversely affect hospitals, staff, and patients as service recipients [13]. incident rate was 9.2%, with a possible preventability of 43.5% regarding patient safety incidents [14]. Patient safety incidents that occur indicate the hospital must manage risk management [15][16]. Patient safety is a vital component of health care quality [17].

Dr. Soetarto Yogyakarta is located on Jl. Juwadi No. 19 Kotabaru, District. Gondokusuman, Yogyakarta City, Special Region of Yogyakarta 55224. Dr. Hospital. Soetarto Yogyakarta is one of the TNI AD hospitals in Yogyakarta City which is in the form of a RSU, under the auspices of the TNI AD and is included in class C hospitals. Dr. Soetarto Yogyakarta not only serves members of the Indonesian Army and their families, but this hospital serves general patients in accordance with its vision, namely, to become a proud hospital for the Indonesian Army and its families and other community users in the field of health services. Dr. Soetarto Yogyakarta, namely providing excellent health services for members of the Indonesian Army, civil servants and families, as well as the community, in order to play an active role in improving the level of public health. The objectives of this community service activity are: General objective, namely community service activities through updating knowledge on integrated risk management with health services..

2. Method

1. Preparation

Initial coordination with the research and training installation at DKT Soetarto Hospital Yogyakarta, then agreed that community service activities would be carried out online via zoom meeting, to be held on Saturday, February 11 2023.

2. Implementation

The activity was attended by 51 participants consisting of nutritionists, pharmacists, midwives, doctors, physiotherapists, nutritionists, anesthetists, nurses, radiographers, medical records and sanitarians who work at DKT Soetarto Hospital, Yogyakarta. The resource persons in this activity and the material topics presented are:

Table 1. Material and sources for updating knowledge on integrated risk management with Health Services in Hospitals.

No	Speaker	Material
1	Speaker 1	Optimizing Patient Safety in Management of Pharmaceutical Supplies
2	Speaker 1	Implementation of patient safety for children in hospitals.
3	Speaker 1	Overview of risk management, compiling a risk register

3. Evaluation

At the evaluation stage, it was carried out qualitatively to see verbal responses regarding community service activities and also evaluation via Google form, via the link <https://forms.gle/LojH33UEpXEhwpYi8> to see responses to this activity.

3. Results and Discussion

The implementation of the integrated risk management knowledge update with Health Services in Hospitals was attended by 51 participants. Consists of various professions that take part in community service activities as shown in the following table.

The profession with the most participation in the activity was nurses with 34 people or 66.7%. because in hospitals the largest number are nurses, but all professions in hospitals are required to implement patient safety. Implementing risk management in hospitals through patient safety is used to maintain the quality of health services. The initial assessment results showed that the majority of health workers had not participated in risk management training, as shown in Figure 1.

Table 2. Number and frequency of professions participating in community service activities

Profession	f	%
Nurse	34	66.7
Midwife	6	11.8
Medical records	4	7.9
Doctor	1	2.0
Radiographer	3	5.9
Physiotherapy	1	2.0
Pharmacist	2	3.9
Total	51	100.0

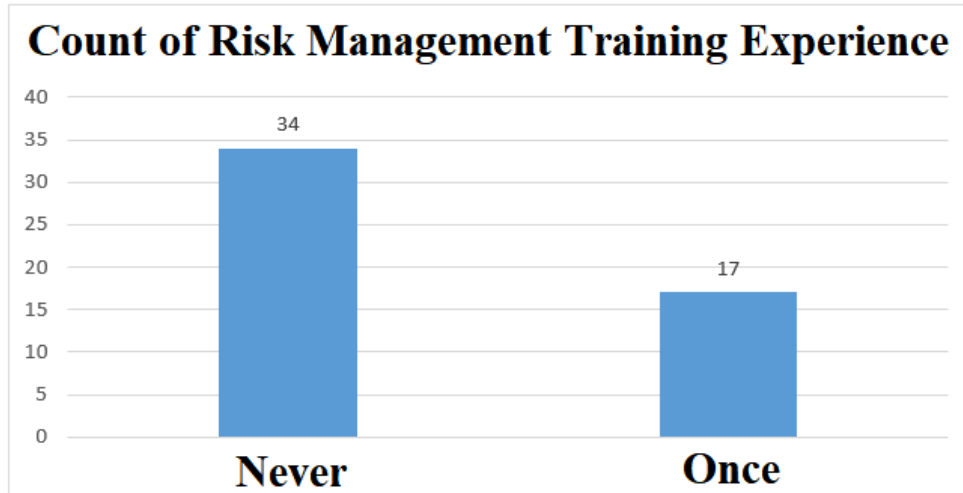


Fig. 1. Risk Management Training Experience by health workers (n=51)

The picture shows the number of participants who have taken part in the training is 17 people and 34 people who have not taken part in the training. Hospitals need to provide training to health workers regarding risk management [18]. Training is very important to improve the knowledge and behavior of health workers implementing risk management [13][19]. Through training, patient safety can be improved.

The picture shows the number of delivery processes carried out online using zoom meetings with 51 health workers involved. The order of delivery of the material is depicted in Figures 2, 3 and 4 below.

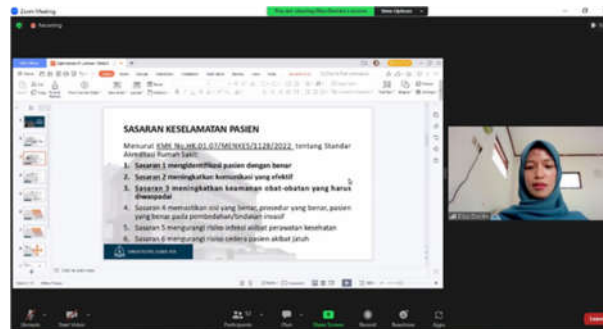


Fig. 2. Resource person 1

Figure 2 shows resource person 1 providing material related to optimizing patient safety in managing pharmaceutical supplies. The importance of managing pharmaceutical management in hospitals [20]. Providing online material is effective in increasing understanding of the implementation of attitudes regarding patient safety [21], [22].

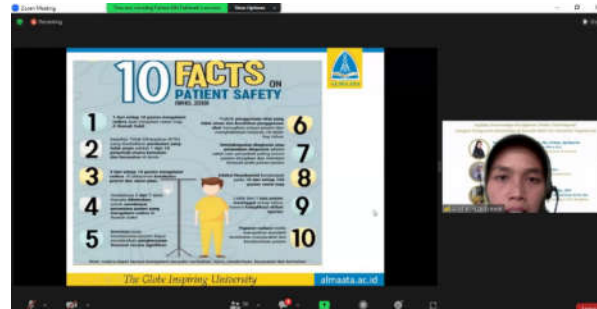


Fig. 3. Resource person 2

Figure 3 shows resource person 2 delivering material on the implementation of patient safety for children in hospitals. The second resource person conveyed the importance of maintaining safety in the nursing field [23]–[26], health workers need to implement patient safety, especially regarding drug safety, effective communication [27], patient identification, identification of patients at risk of falling to reduce patient safety incidents. through education about patient safety management can reduce the risk of medication errors [27][28]. Patient safety is influenced by the attitude, capabilities and experiences of triage nurses, the time when nurses can dedicate themselves to the patient and triage the patient [29]. So that, care settings in which the implementation of a safety culture with interventions such as teamwork and leadership training are crucial in improving patient safety outcomes [30].

Patient safety standards must be implemented by service facilities in hospitals. The Patient Safety Standards consist of seven standards, namely: 1) Patient Rights 2) Education for patients and families, 3) Patient safety in continuity of service, 4) Use of performance improvement methods to evaluate and improve patient safety, 5) The role of leadership in improving patient safety, 6) Education for staff about patient safety, 7) Communication is the key for staff to achieve patient safety [18].

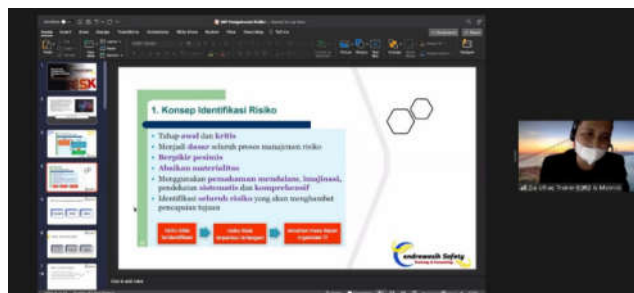


Fig. 4. Resource person 3

Figure 4 shows resource person 3 delivering material regarding risk management overview, compiling a risk register. risk management team that can be used to build a heat map that helps quantify and prioritize occupation and environmental risks [31].

4. Conclusion

The conclusion from this activity is that there are still many health workers who have never attended training or seminars on risk management. Health workers already know about patient safety goals, after carrying out community service activities, health workers already understand about risk management. The suggestions for implementing this activity are for the DKT Soetarto Yogyakarta hospital to provide more complete information and conduct in-house training related to risk management. For health workers to implement patient safety and risk management so that the services provided to patients are safer..

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Author Contribution

The activity plan in order to implement the updated knowledge of integrated risk management with health services at Yogyakarta Hospital, Indonesia.

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Conflict of Interest

The authors declare no conflict of interest.

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