



Setyowati Brotosudirdjo

University of Indonesia, Indonesia

The experiences and expectation of nurse leaders in the implementation of patient safety standards by their nurses' staffs in hospitals: A qualitative study

Statement of the Problem: The increasing unexpected events of patient safety in the hospitals in USA, United Kingdom and Australia are about 3.2-16.6%. Research in Canada showed that there were 7%-12% patients experienced an error incident. In Indonesia the incidence of patient safety cases increase every year. According to Indonesia Department of Health (2018) there were increasing the incidence in patient safety since 2015 (189 cases), 2016 (588 cases), 2017 (1647 cases). Most of them were not reporting. If an unexpected event happened, the staffs did not report to their manager, so that the institution difficult to evaluate. The staffs do not want to communicate openly. The patient safety culture and non-blaming culture is not optimally done in the hospitals. The purpose of this study is to describe the experience of the nurse leaders in hospital in managing the patient safety implementation and the factors that influence the implementation of patient safety standards.

Methodology & Theoretical Orientation: Focus group discussions have been done in the four hospitals around west Java Indonesia. The dialogue amongst group consists of nurse managers and nurse auditors in the quality assurance unit (4-5 participants/hospital).

Findings: The participants were actively involved in the evaluation and supervise as well as guidance their staffs in implementation patient's safety standards. They encountered many obstacles: Low motivation and awareness amongst nurses, no reward and punishment system in implementation of standard. Beside that they feel that they need more supervision and the supervisor must be strong and have power. Participants agree if there is some way to create a positive culture of the work in implementation of patients' safety.

Conclusion: The implementation of patient safety standards is been implemented but it need strong supervision and guidance. The nurse leaders need to get information how to improve a positive work culture.

Biography

Setyowati Brotosudirdjo is a Nursing Professor at the University of Indonesian, Faculty of Nursing. She has been a Lecturer since 1989 until now and was a Registered Nurse at Canterbury Hospital, NSW, Australia in 1989-1990 and at Auburn Hospital, NSW, Australia in 1990-1991. She is an expert in the field of maternity nursing science. His experience in scientific works has been widely published nationally and internationally. She has also produced various reference books and also obtained patent rights for Pain Digital Acupressure (PDA).

wati123@ui.ac.id