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IMPLEMENTATION OF PATIENT SAFETY PROGRAM IN THE EMERGENCY INSTALLATION OF H ADAM MALIK GENERAL HOSPITAL MEDAN

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ABSTRACT

The paradigm of safety patient recognizes that humans make mistakes and conclude patient safety depend on the formation of a system that can anticipate mistakes, prevent and find it before causing losses. Patient Safety Program stipulated in the Minister of Health Regulation of the Republic of Indonesia No. 11 of 2017 namely Patient Safety Standards; Patient safety goals, and 7 steps towards patient safety. 8 Contributor Factors in Patient Safety are external factors, organization and management, physical environment, teamwork, officers, tasks, patients, and communication. This study uses qualitative research with a phenomenological approach by conducting in-depth interviews of several health workers at the Adam Malik Hospital Medan. Implementation of patient identification using 2 identities and is used for confirmation before the procedure, the implementation of effective communication is done by doing readback before carrying out the procedure, aware of high alert drugs by prescribing drugs into pharmacy, then drugs are formulated by pharmacy and before being given to patients with double checks, ensuring the accuracy of location, procedure and patients by site marking on body parts and signed in the medical recording, preventing the infection of medical Reducing the risk of patients falling by giving yellow bracelets and assistance to patients. In external contributors, the regulations used by Adam Malik Hospital are adapted from the Law of the Republic of Indonesia and the Regulation of the Minister of Health of the Republic of Indonesia, organizations and management support the staff in carrying out patient safety programs, the hospital environment is appropriate but there are several facilities that must be improved, the team's work has been running without difficulties, it patient information and educating patients. Hospitals are advised to improve infrastructure in the hospital emergency room to minimize patient safety incidents and re-evaluate the number of health workers on duty at the emergency department.

Keywords: patient safety, patient safety goals, patient safety incidents

INTRODUCTION

Non -Nocere primate is an expression of Hippocrates in his oath which means First, Do no Harm or in Indonesian is interpreted as "first, do not hurt" but this statement has long been irrelevant with developments in the medical world, because medical errors are a difficult thing to exert. Then in 1999, the Institute of Medicine published to err is human, which in his publication explained that it was estimated that as many as 44,000-98,000 American population died annually due to medical errors (Wachter, 2012).

This paradigm recognizes that basically, humans make mistakes and conclude that patient safety depends on the formation of a system that can anticipate mistakes, prevent and find it before causing losses (Wachter, 2012).

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 11 of 2017, all hospitals that run health services have a necessity to prioritize patient safety. As defined, patient safety in hospitals is a mechanism that makes patient services that are held safely including risk assessment, identification, and manage matters related to risks in patients, follow-

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