

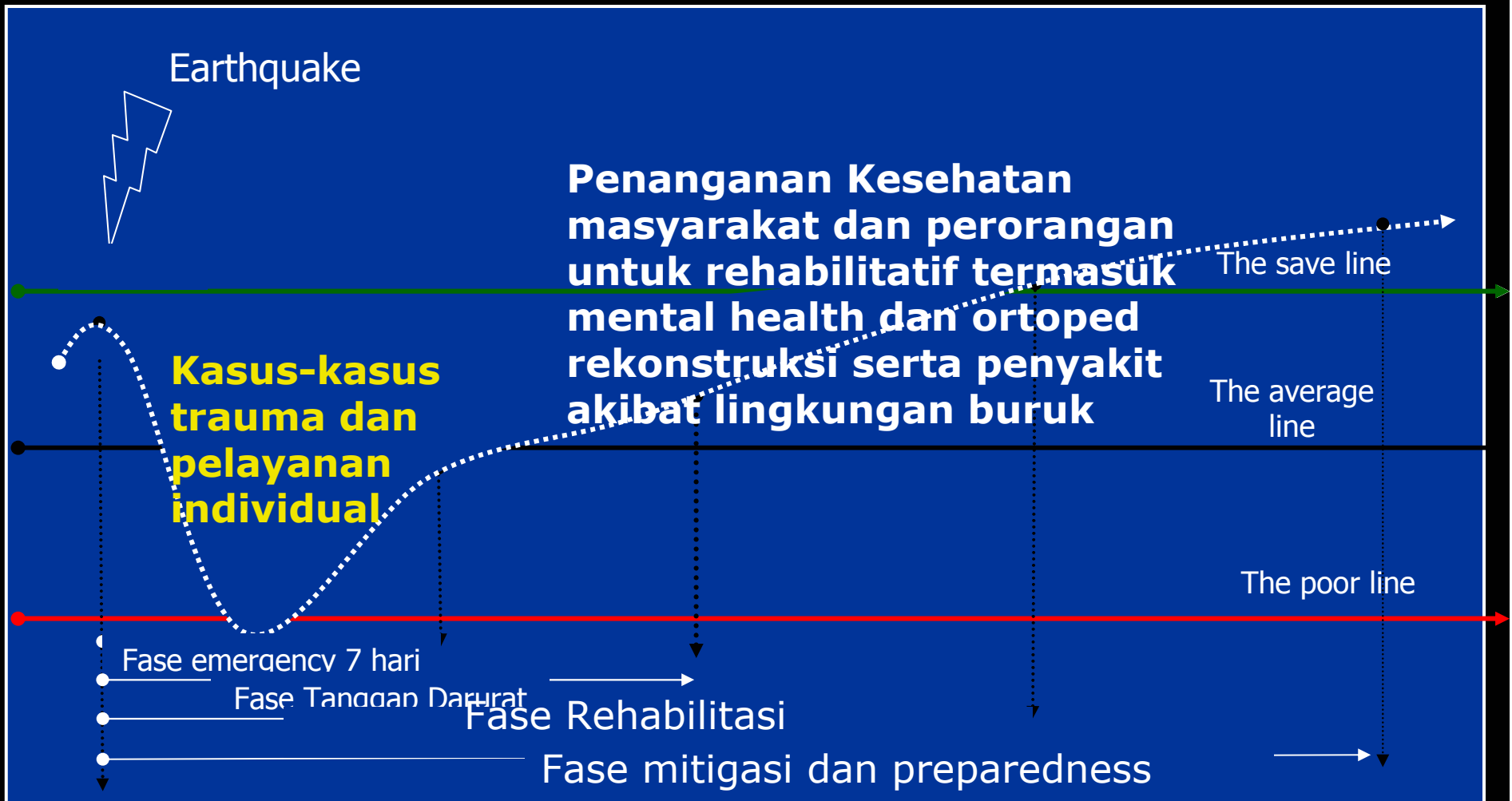
Aplikasi
Konsep *Patient Safety*
pada Pelayanan Rumah Sakit
Saat Bencana

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MMR-UGM

Pola Penanganan Bencana



Pelayanan Saat Bencana

- In-flow pasien sangat besar bahkan melebihi “kapasitas’ pelayanan rumah sakit yang telah tereduksi (sebagai akibat dari bencana)
- Input rumah sakit mengalami masalah
 - SDM
 - Gedung
 - Peralatan
 - Prosedur
 - dll

Data 22 Juni 2006

Pasien	Jumlah
Datang	3457
Mondok	2024
Operasi	>1000 ?
Pulang	1669
Meninggal	238
Tetanus	22

Medical support

- Medical support berjalan secara alami, tanpa koordinasi dengan baik
 - Distribusi obat/AMHP/BMHP
 - Pelayanan Laboratorium
 - Pelayanan radiologi
 - Operasi dilakukan pada saat gempa
 - IRD menjadi 7 meja operasi (normal 3 meja operasi)
 - Rawat jalan 4 meja operasi
- Pemberian ATS pasien terlambat krn keterbatasan ATS, yang selanjutnya oleh WHO dianjurkan untuk memberikan toxoid ?

Medical support (2)

- Banyak anggota medical support yang menjadi korban gempa, sehingga pada saat kejadian, perawat GBST yang dapat datang hanya 2 orang !
- Kesulitan material gip pada hari pertama
- Kesulitan implant pada hari pertama
- Kamar operasi GBST tdk dpt dioperasikan pada hari pertama

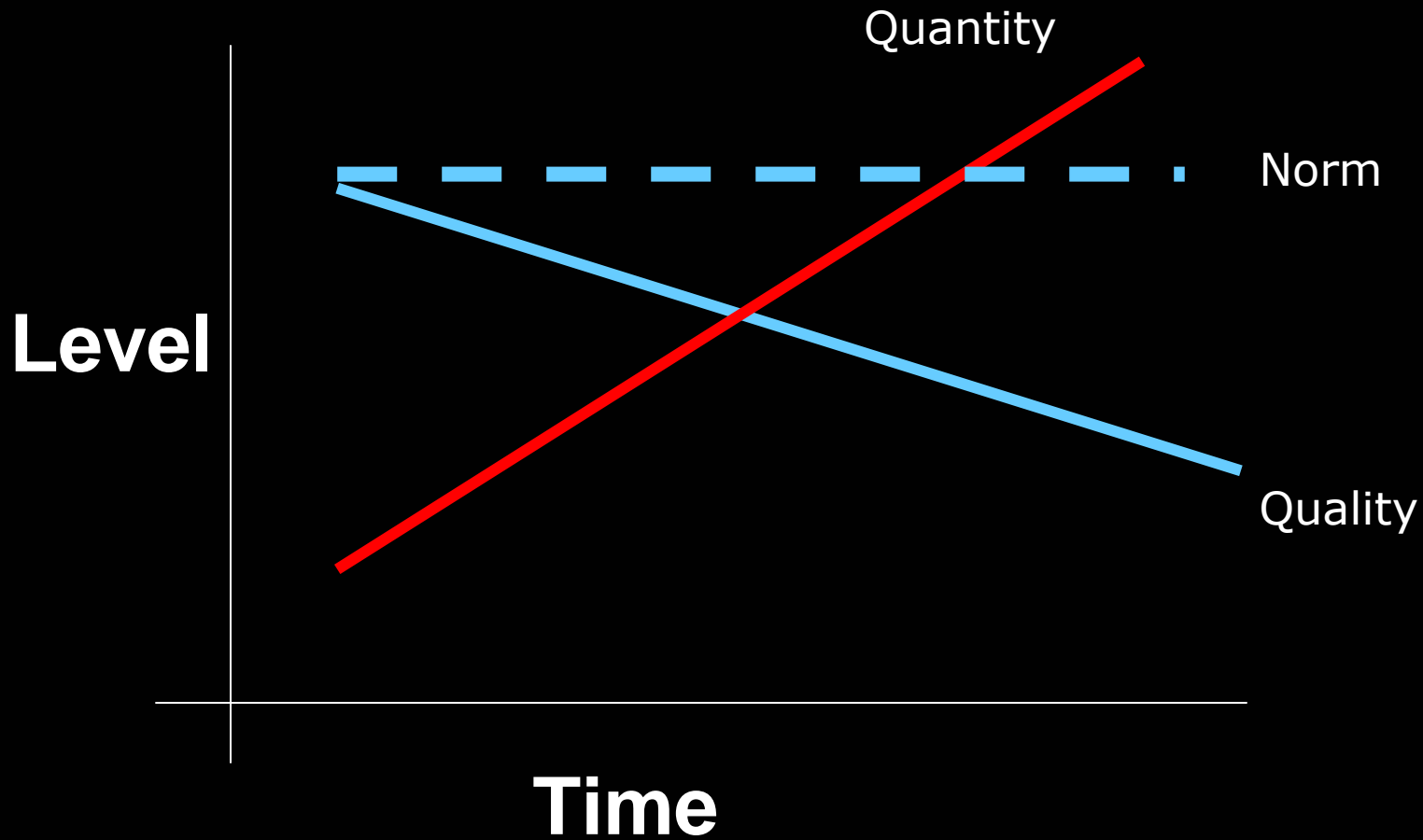
Operasional

- Pembukaan bangsal perawatan di
 - Tempat parkir
 - Gedung baru
 - Koridor
- Ekstra upaya:
 - Komunikasi dengan pasien
 - Edukasi untuk pasien
 - Perawatan rumah
 - Kontrol

Konsekuensi

- Kuantitas pelayanan: MENINGKAT DRASTIS
- Kualitas pelayanan: MENURUN

Quality vs Quantity Trade Offs



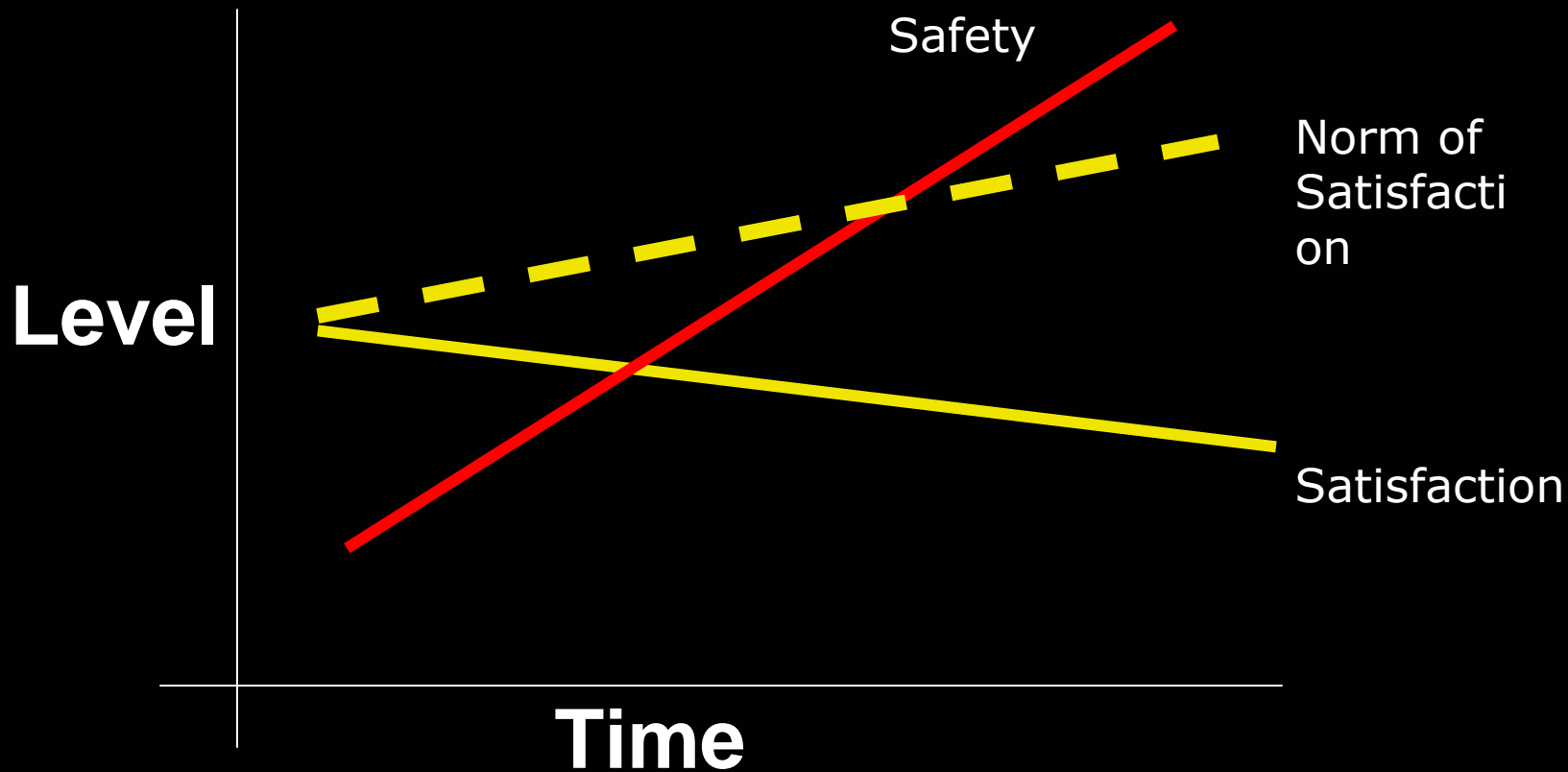
Safe Mode

- Running the service at minimum level of standard
- Focusing all effort toward safety procedure
- Controlled by Strong **Leadership**
- Objectives:
 - To provide services in chaotic circumstances
 - To keep on maintaining safe services for the patients

Characteristic

- To run “only” critical procedure for certain cases
 - Sterilization
 - Team-work
- To run additional procedure for all cases
 - Communication
 - Education
- Leadership

Standard Safety & Satisfaction



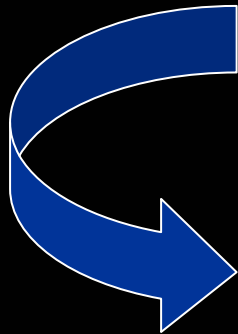
- Safety Standard: Increasing
- Satisfaction standard: Decreasing

Manajemen & Kinerja

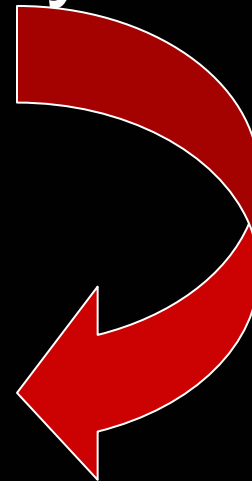
Performance

- Pelayanan Administrasi

- Pelayanan Klinik



Manajemen



In Safe Mode
Setting

Kinerja Klinik Saat Bencana

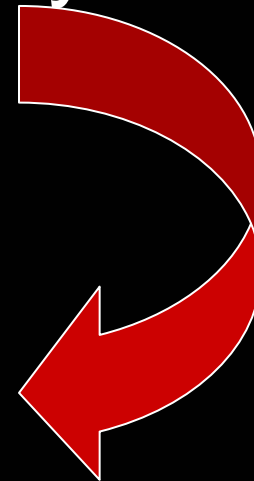
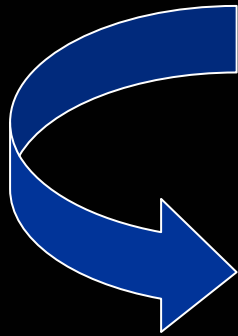
- Infection control
- Resuscitation
- Medical records
- Drug & Therapeutics
- Health & Safety
- Clinical Audit Result
- Medical error
- Clinical Claims
- Radiation & Protection
- Utilization of
 - Operation Theatre
 - Emergency Unit
 - ICU
 - Ward
- Complaints & Patient Satisfaction

Manajemen & Kinerja

Performance

- Pelayanan Administrasi

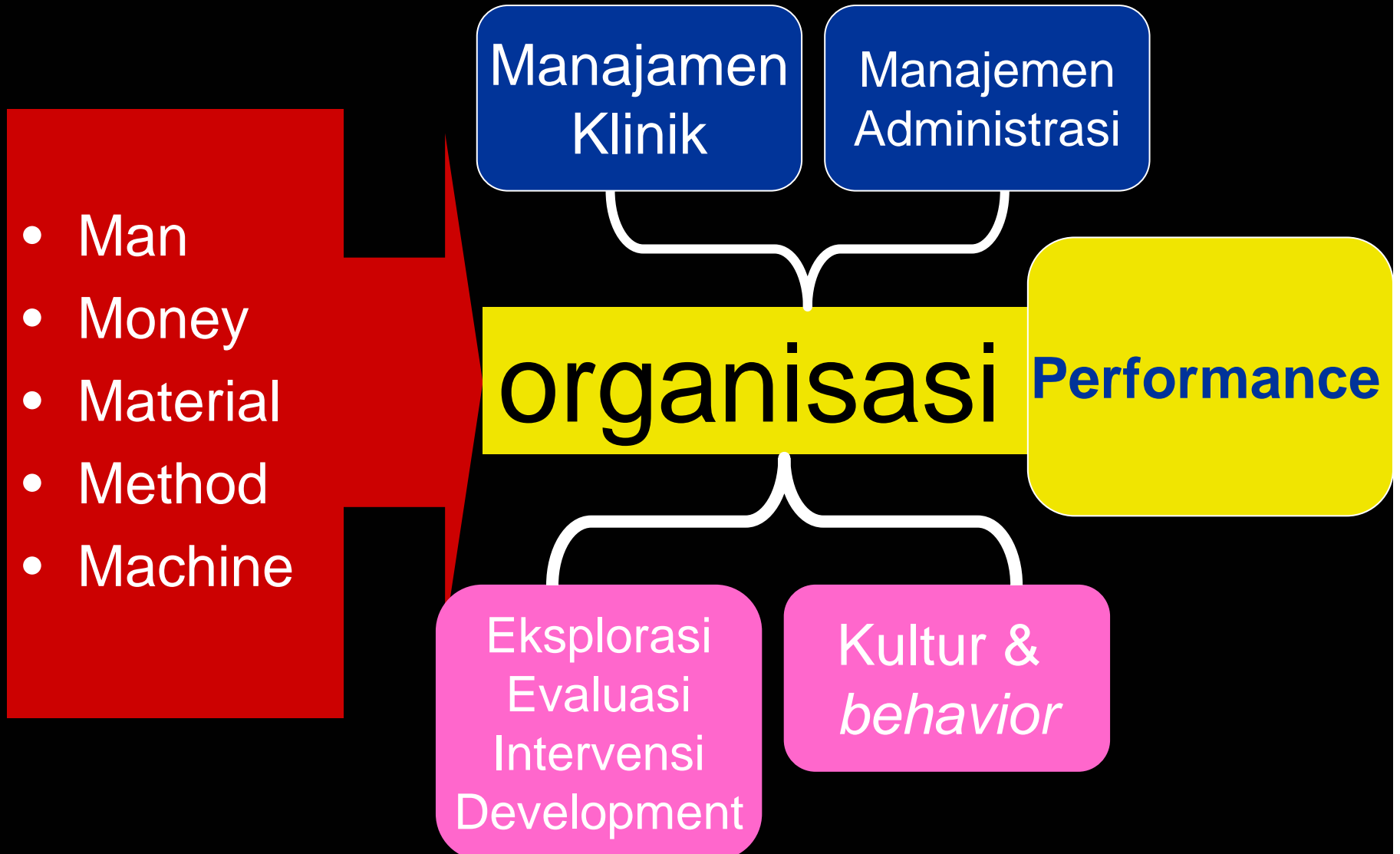
- Pelayanan Klinik



Manajemen

In Safe Mode
Setting

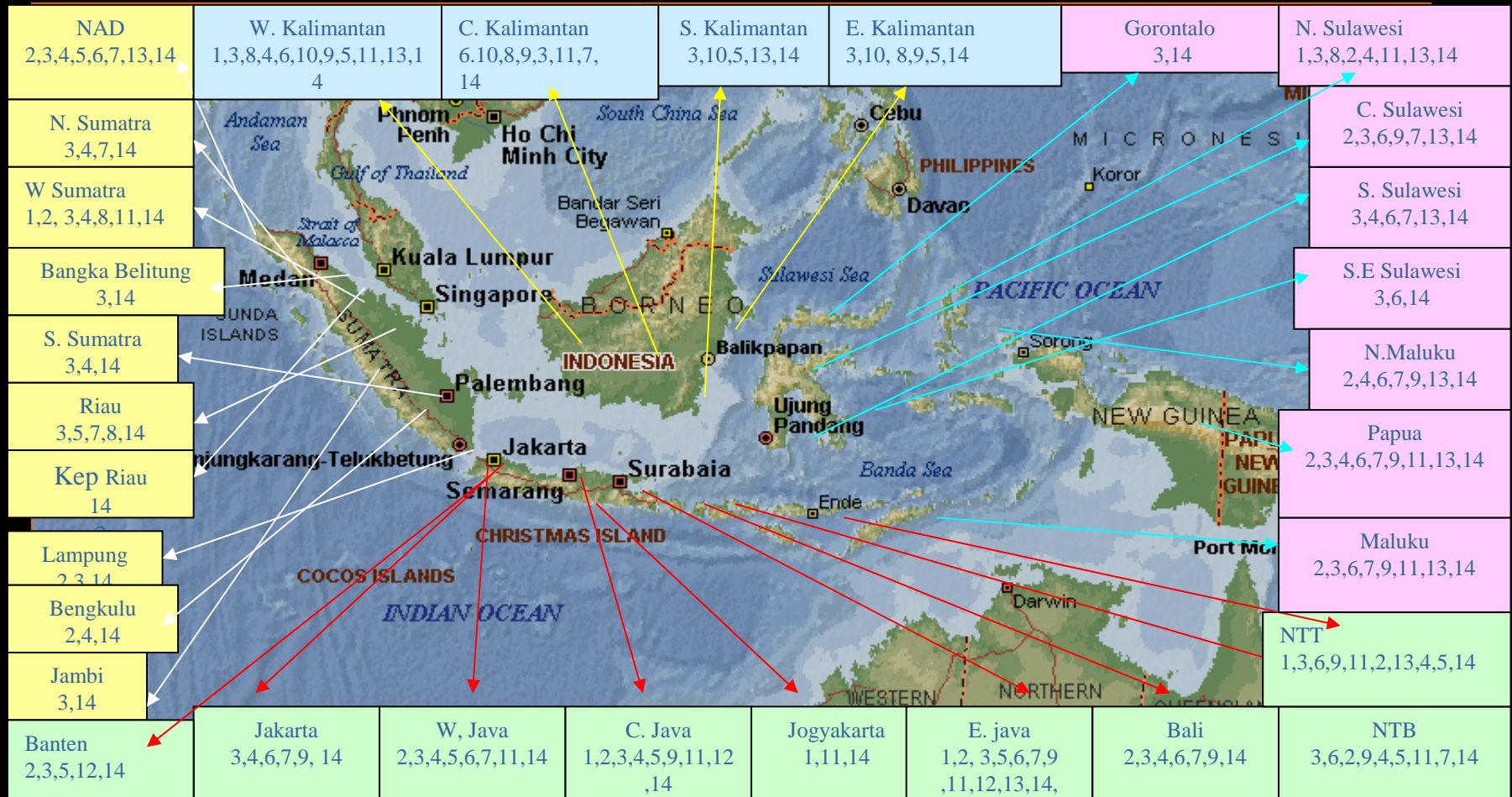
Analisis Sistem



Contextual Leadership

- Contextual leadership focuses on the leadership organization in the context of continuous and chaotic change in its environment (Peter Vail dalam Anantaraman, Evolvment Concept of Organizational Leadership, *Singapore Management Review*)

Emergency and Disaster Hazard Mapping (Indonesia is an Emergency Supermarket)

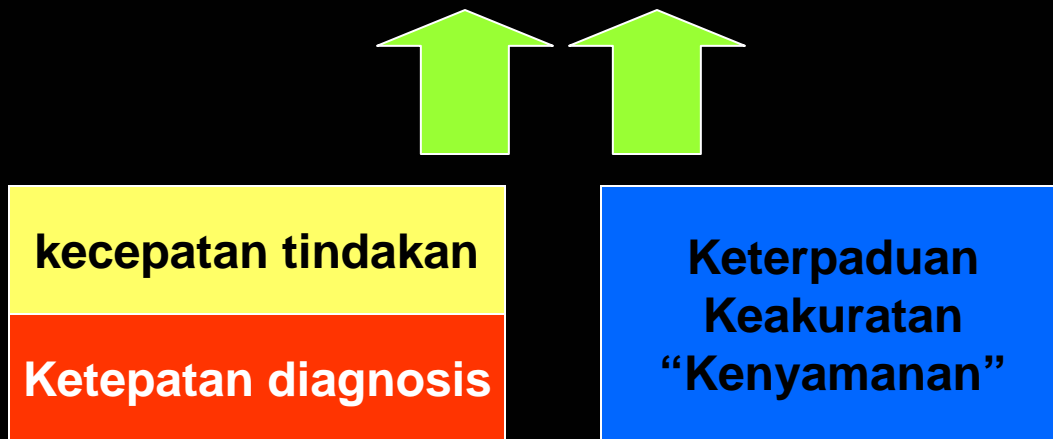


Type of Emergency and Disaster

- | | | | |
|---------------|--------------------------|-------------------------|-----------------------------|
| 1. Volcano | 5. Hurricane | 9. Disease outbreak | 13. Tsunami |
| 2. Earthquake | 6. Conflict | 10. storm | 14. Transportation Accident |
| 3. Flood | 7. Terrorism | 11. Drought | |
| 4. Landslide | 8. Environment Pollution | 12. Industrial Accident | |

Paradigma Sistem Pelayanan Saat Bencana

- **Community & Client Safety**



Safe Mode

HOSPITAL DISASTER PLAN

