

to be a competitive, customized, &
internationally credible institution



**MAGISTER
MANAJEMEN
RUMAH SAKIT**
UNIVERSITAS GADJAH MADA

Situasi Pengembangan Patient Safety dan Pelayanan Kesehatan di Indonesia



Adi Utarini - Magister Manajemen Rumah sakit FK-UGM

to be a competitive, customized, & internationally credible institution



**MAGISTER
MANAJEMEN
RUMAH SAKIT**
UNIVERSITAS GADJAH MADA

TO ERR IS HUMAN

- ◆ 2.9%-3.7% dari admisi rs mengalami adverse events
- ◆ 44,000-98,000 kematian/th
- ◆ \$17-29 billion

TO ERR IS HUMAN

BUILDING A SAFER HEALTH SYSTEM

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100



Patient Safety

- ◆ Freedom from any accidental injury....

MEDICATION AND I.V. FLUID ORDERS NOTE: USE THE ANTIMIC				
<input type="checkbox"/> ORDER NOTED	<input type="checkbox"/> VERBAL ORDER	FIRST DOSE TIME	D/C DATE	NURSE'S SIGNATURE
Rx1				
MEDICATION OR FLUID	DOSE OR AMT	ROUTE	FREQUENCY	
Nicardipine gtt =	48 mg / 100cc NS			
TRA	1 cc / ° =	1 mcg / kg / min		

MEDICATION AND I.V. FLUID ORDERS NOTE: USE THE ANTIMIC				
<input type="checkbox"/> ORDER NOTED	<input type="checkbox"/> VERBAL ORDER	FIRST DOSE TIME	D/C DATE	NURSE'S SIGNATURE
Rx1				
MEDICATION OR FLUID	DOSE OR AMT	ROUTE	FREQUENCY	
Nicardipine gtt =	48 mg / 100cc NS			
TRA	cc / ° =	1 mcg / kg / min		



Kemasan
baru
ancaman
baru

OLD PRODUCTS



ALbuterol



ATROVENT

NEW PRODUCTS



ALbuterol



ATROVENT

to be a competitive, customized, &
internationally credible institution



**MAGISTER
MANAJEMEN
RUMAH SAKIT**
UNIVERSITAS GADJAH MADA

Redefining health care

(Porter, 2006)

- ◆ Competing on value
- ◆ Competing on result





Competing on **value for patients:**

“Kompetisi terjadi pada setting/tingkat yang menciptakan nilai (value) bagi pasien”

“yaitu kapasitas untuk memberikan nilai dalam setiap kondisi medik yang diperlukan oleh pasien...”



Competing on **results** (**outcomes**):

“Pengukuran dan pelaporan hasil pelayanan yang bersifat mandatori mungkin merupakan langkah terpenting dalam reformasi sistem pelayanan kesehatan”





Kompetisi berbasis nilai

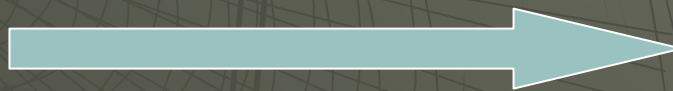
- ◆ Redefinisi bisnis rumah sakit seputar kondisi medik
- ◆ Menetapkan jenis dan variasi pelayanan
- ◆ Pelayanan dan pendekatan multidisipliner (integrated practice unit)
- ◆ Menciptakan strategi bagi setiap jenis pelayanan
- ◆ Mengukur hasil, pengalaman, metode dan ciri pasien di setiap jenis pelayanan
- ◆ Menggunakan pendekatan baru dalam penetapan tarif
- ◆ Memasarkan berbasis excellence, uniqueness dan hasil
- ◆ Mengembangkan sesuai kekuatan yang dimiliki



Nilai-nilai Pasien:

- ◆ Keselamatan pasien
- ◆ Kepuasan pasien
- ◆ Kenyamanan pasien
- ◆ Ketepatan waktu, dll.

Umum



Kondisi
medik



Five Steps to Safer Health Care

- 1 Ask questions if you have doubts or concerns.**
Ask questions and tell us you understand the answer. Check to see you feel comfortable taking the medicine or food and you know what to do if you have a problem.
- 2 Keep and bring a list of ALL the medicines you take.**
List your doctor and pharmacist for all the medicines that you take, including over-the-counter medicines, vitamins, herbs, and supplements. List the dose and when you take each medicine, including if you are taking it more than once a day. Bring your list to every visit. Make sure your medicines are what the doctor ordered and know how to use it. Ask the pharmacist about your medicines if it looks different from you expected.
- 3 Get the results of any test or procedure.**
Ask when and how you will get the results of tests or procedures. Ask someone to help you understand if there is something wrong. Ask for a copy of the results. Call your doctor and ask for your results. Ask what the results mean for your care.
- 4 Talk to your doctor about which hospital is best for your health needs.**
Ask your doctor about which hospital you should go to for your health needs. Ask your doctor about the quality of care and the safety of the hospital. Ask your doctor about the hospital's accreditation. Ask your doctor about the hospital's infection control. Ask your doctor about the hospital's patient safety program.
- 5 Make sure you understand what will happen if you need surgery.**
Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation. Ask your doctor, "What are you going to do to keep me safe?" Ask your surgeon, "What will you be doing to keep me safe if I don't get better?" Ask your doctor, "What will you do if I have a problem?" Ask your doctor, "What will you do if I have a problem?" Ask your doctor, "What will you do if I have a problem?"



Figure 1. Stop sign for fall prevention.

Health Report
10 tips for safer health care
what everyone needs to know

Nilai Patient Safety (Pasien-masyarakat)

- ◆ Keterlibatan pasien-masyarakat dalam patient safety (-)
 - Sharing informasi kepada pasien dan keluarga tentang patient safety
 - Partisipasi pasien dalam pengambilan keputusan klinis
 - Kolaborasi dan pemberdayaan pasien dalam kegiatan patient safety di rs
 - Patient guide to safety

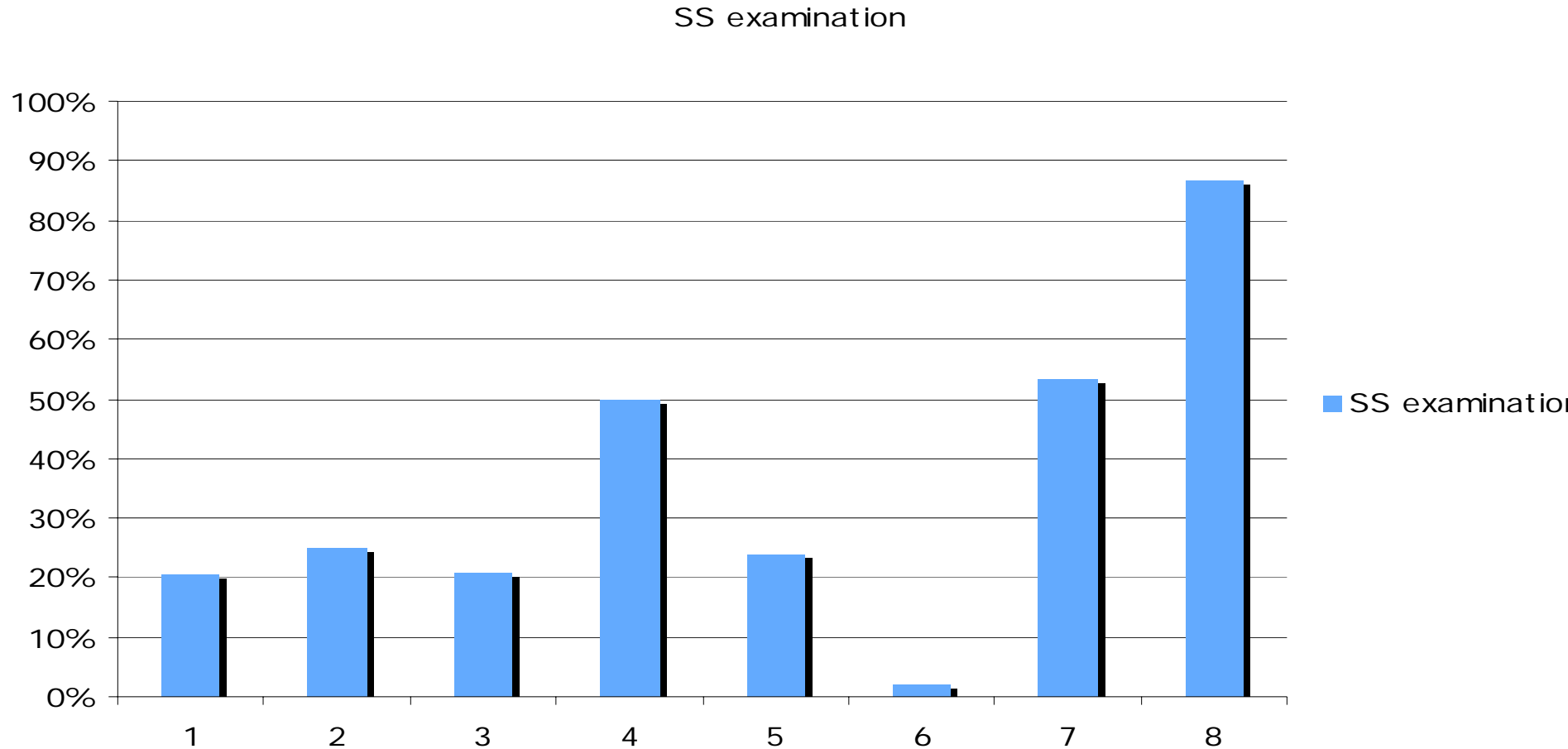


Nilai Patient Safety (Sistem Mikro)

- ◆ Keterbukaan dalam membicarakan patient safety (+) di berbagai media
 - Antar dokter, manajer, pasien
 - Antara dokter-manajemen
 - Antara dokter-pasien
- ◆ Inisiatif di tingkat sistem mikro pelayanan:
 - Audit klinik
 - DRG
 - Integrated clinical pathway
 - Indikator patient safety



Deficiencies in smear sputum examination



ISTC Standard 2.

All patients (adults, adolescents, and children) suspected of having pulmonary tuberculosis should have at least **two sputum specimens** obtained for microscopic examination.



Nilai Patient Safety (Organisasi)

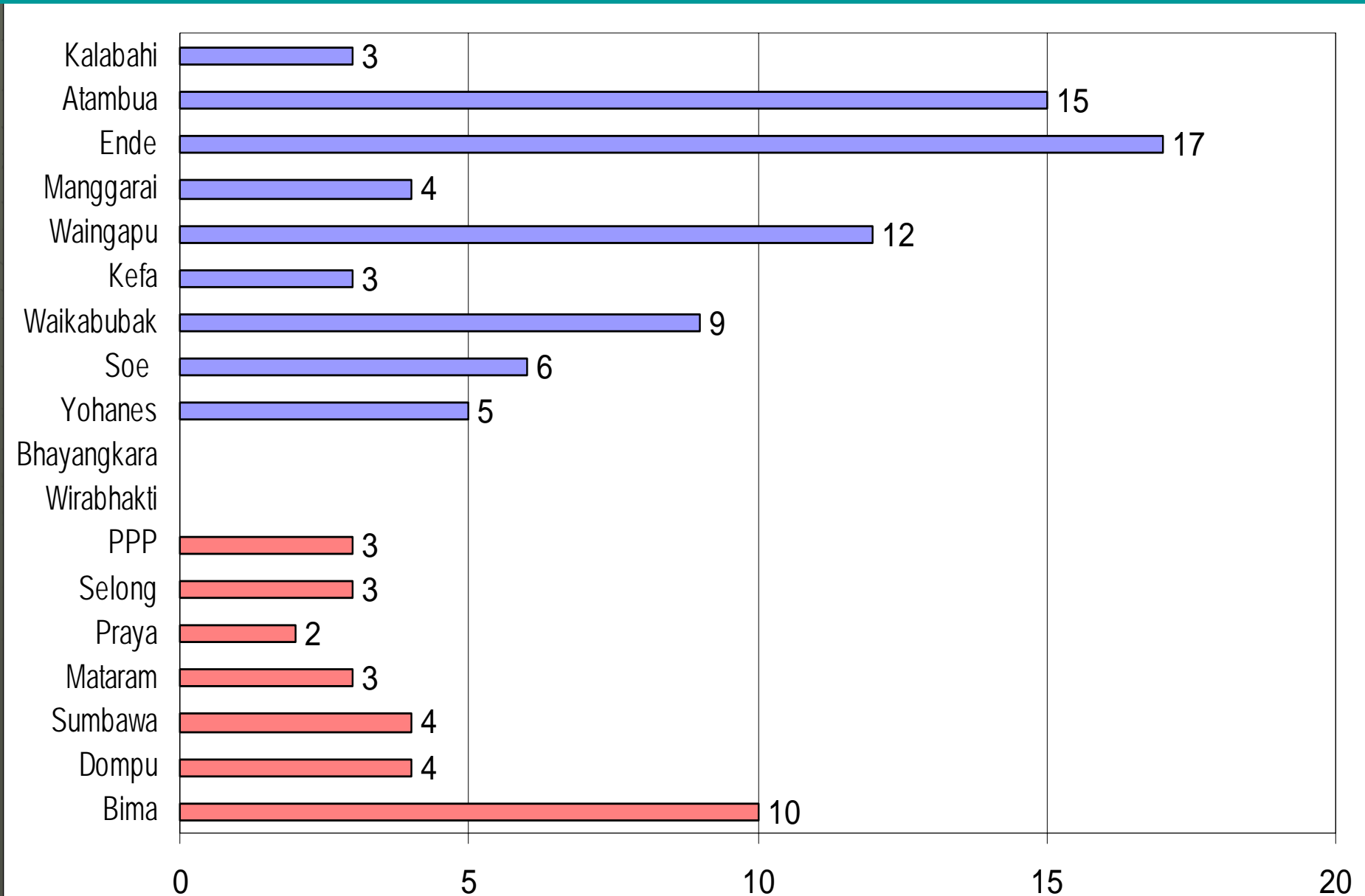
- ◆ Intervensi Organisasi (+)
 - Pengorganisasian Patient Safety: Tim/Komite Keselamatan Pasien, Patient Safety Officer
 - Sistem Informasi Patient Safety
 - Penilaian kinerja unit
 - Keterkaitan dengan sistem insentif
 - Renstra berbasis klinik
 - Sistem manajemen mutu



Nilai Patient Safety (Konteks Lingkungan): Komitmen stakeholder untuk mendorong patient safety sebagai nilai baru (+)

- Sosialisasi patient safety oleh organisasi profesi rumah sakit, profesi manajer pelayanan
- Pembentukan komite dan standar patient safety, indikator kinerja rs oleh Departemen Kesehatan
- Kerangka kerja mutu Dinas Kesehatan
- Pengembangan kurikulum di S1 FK, S2 dan spesialisasi
- Lembaga asuransi kesehatan

Pelayanan: Waktu tunggu emergensi (Std 5 min)





Kerangka kerja mutu di DIY

- ◆ Aksesibilitas
- ◆ Akuntabilitas
- ◆ Keselamatan
- ◆ Kompetensi
- ◆ Interpersonal
- ◆ Efektivitas
- ◆ Kenyamanan

Kerangka kerja mutu di Kaltim

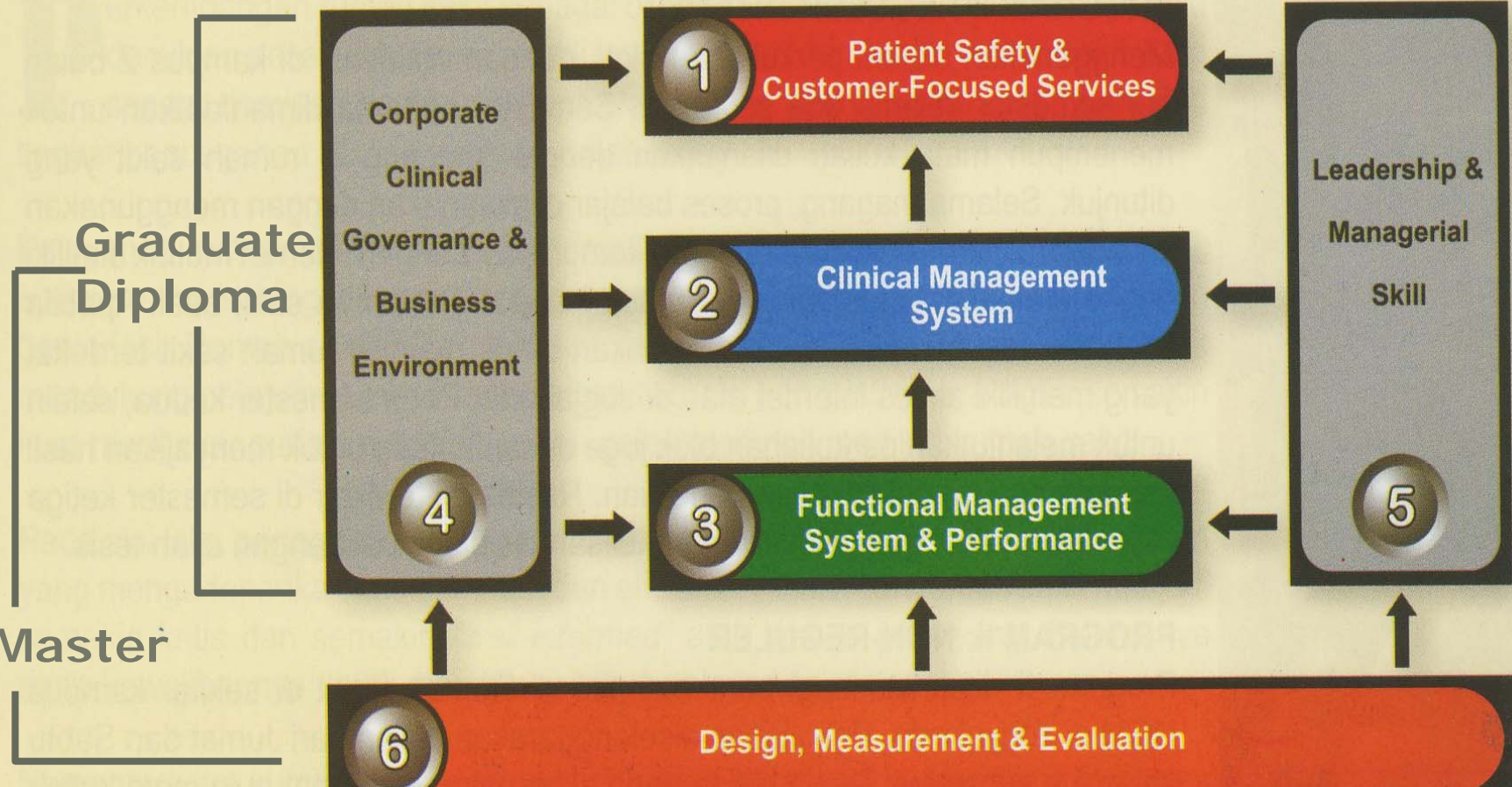
- ◆ Aksesibilitas
- ◆ Kompetensi
- ◆ Akseptabilitas
- ◆ Keselamatan
- ◆ Interpersonal
- ◆ Respect, caring
- ◆ Ketepatan waktu

to be a competitive, customized, & internationally credible institution



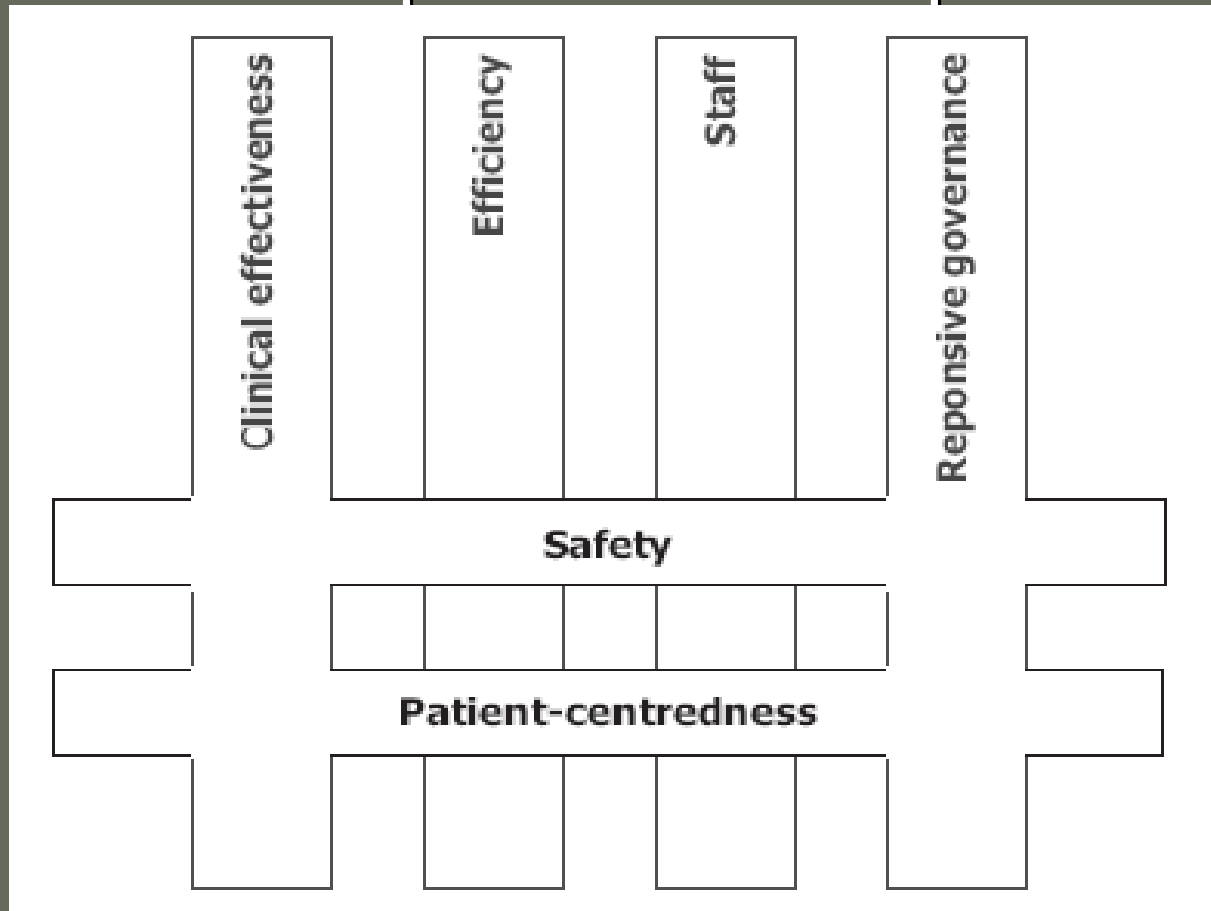
**MAGISTER
MANAJEMEN
RUMAH SAKIT**
UNIVERSITAS GADJAH MADA

BUILDING BLOCK KURIKULUM MMR





Performance assessment framework for hospitals in Europe





Pengembangan ke depan:

- ◆ Benchmark indikator antar sarana pelayanan
- ◆ Dari evidence tentang pengukuran patient safety menuju peningkatan patient safety untuk kondisi medik tertentu