

ABSTRACT**PATIENT SAFETY SOLUTIONS RELATED TO NURSING SERVICES
USING *LEAN HOSPITAL* METHODS IN HAJJ GENERAL HOSPITAL
SURABAYA**

Based on the data in Hajj General Hospital (RSUH) Surabaya in 2014, there were some problems on patient safety incident related to nursing care as much as 40%. Results of Risk Matrix Grading (RMG) showed 80% green (moderate) and 11.7% blue (light). They require solutions to improve the quality of services.

This research used Operation Research with Lean Hospital methods in solving patient safety incident, by eliminating waste. Patient safety incident problems are resolved is that to have grading blue (light) and green (medium). There were 8 patient safety incidents during the 2 months of observation with the types of incident were 1 incident almost injury, 4 incidents were no injuries and 3 unexpected incidents. Based on professional caregivers and management that related patient safety incidents was 3 incidents for nursing, 2 incidents for doctors, 2 incidents for nutrition and 1 incident for management. In this research, there are several types of waste, namely waste incident in inventory, waste in defect products, waste in product movement, waste of over product and waste of time.

This Operational research produced solutions that were proposed 5 new standard operating procedures and revised 3 old standard operating procedures in service. Proposed Standard Operating Procedures (SOP) based Profession care giver were 5 SOP for nurses, 2 SOP for nutrition and 1 SOP for medical. This shows that the existing SOP need to be revised regularly and there are some activities of the service development without SOP. Long-term proposals for RSUH Surabaya include a). To activate the use of the elective surgery rooms on the 5th floor and to separate the emergency surgery rooms on the 2nd floor in the Al Aqsa building; b). To product additional programs in hospital management information system about the identity and patient's diet is automatically changed according to the movement of patients between the treatment rooms.

Key words: Quality of nursing, patient safety, risk matrix grading, Lean Hospital.