ABSTRACT

Study of the Implementation of Patient Safety Programs Based on Theory of Constraints (TOC) in Surabaya Orthopedic and Traumatology Hospital

Since 2011 Patient Safety Incident report in Surabaya Orthopedic and Traumatology Hospital (SOTH) increased and the result from patient safety assessment showed that there was no good knowledge of patient safety among the official structural. One of the efforts to eliminate the patient safety incident can be done through Theory of Constraints (TOC). TOC served the conseptual frame to find the mistake and to improve planning. That was why TOC was used in this study. This was a quantitative research. The population was the employee at SOTH. Total sampling method was used. 70 samples were taken from the population. This study showed that almost all of the subvariables in the subsystem were constraint factors except those two subvariables in the environment and equipment subsystem, i.e physical layout and system and technology. Amongst the subsystem, the subsystem become the most constraint was Human resource. NGT method was used to set the priority from each of the subsystem. The result found that inter unit coordination was the most priority constraint in the organisational subsytem; the patient safety awareness was the priority constraint in the human resource subsystem; feedback was the most constraint factor in the communication subsytem; and the inapropriate equipment was the most priority constraint factor in the environment and equipment subsystem. There were plenty of things was able to cause the most priority constraint in each subsystem. But it could be concised that below all the problems there was no strong safety culture and awareness. Those constraints could be eliminated by raising the patient safety awareness by setting up and socializing the patient safety policies and procedures, developing patient safety culture, and doing a regular patient safety assesment using a questionnaire.

Keywords: patient safety, *Theory of Constraints* (TOC), *awareness*