

## ABSTRACT

PATIENT SAFETY PROGRAM DEVELOPMENT EFFORTS  
WITH *SIX SIGMA* METHOD  
(Studies at Mawaddah Medika Hospital Mojokerto)

The hospital patient safety is a system to improve the patient care quality safer than before, including patient risk assessment, risk management, incident report and analysis, and solutions implementation to prevent incident. The patient safety incidents were significantly increased to 180% in the period 2014-2015 in Mawaddah Medika Hospital. The absence of in-depth analysis about the incident occurs in Mawaddah Medika hospital makes this research focus on the service process related to the incidents in order that the repetition of the next incident can be prevented, through *six sigma* methods.

The method applies the quantitative method with observational descriptive study. This study aim is to provide recommendations based on the development of patient safety programs by using *Six sigma* method in Mawaddah Medika hospital. This research has been carried out for two months. The reasearch samples for observation service process were 93 samples.

At the define phase of *six sigma*, review of the policy, guidelines and existing patient safety program in Mawaddah Medika hospital were conducted. Incident reports that had occured from October 2015 until March 2016 were identified. After the incidents are analyzed for the risk grading, any incident with the highest risk grading from each department is selected. At the measure phase, the services related with those highest risk grading incidents are identified and measured as the service performance, with incident as the defect. And then every service is observed closely to measure whether there is any variation from the process or not. After each variations from the process is measured, the teams discuss to analyze which of the variations that has the closest relation or could be the cause of future incident. Those variation are called critical to quality (CTQ). The next step is analyze the root cause of potential incidents. After the <sub>root</sub> causes are identified, It goes to the improve phase. the recommendation for the improvement of patient safety programme is developed. Recommendations of this study are the improvement of the employee's descipline to work as well as the standard operating procedure, the standard operating procedure, the integration between laboratory examination mechine with the HIS, the facility as well as the standard, and the new patient safety program.

Keywords: Patient Safety, *six sigma*.