

ABSTRACT**Effect of Patient Safety Culture, Organizational Communication Climate,
and Task Complexity towards Patient Safety Incident
(Study in RSI A.Yani Surabaya and RSI Jemursari Surabaya)**

Patient safety is a system where the hospital held a safe patient care. Problems related to patient safety in hospital required immediate action because it could cause a direct injury to the patient. Report of patient safety incident in RSI A Yani Surabaya in 2011 – 2015 showed that the case was increased as much as 42.9%. The objectives of this research were analyzed patient safety culture, organizational communication climate, and task complexity towards patient safety incident. This research is analytic observational research with cross sectional study design. Sample of this research are work units from two hospitals which was member of Yayasan Rumah Sakit Islam Surabaya. The sample were 10 units form RSI A Yani Surabaya and 10 units from RSI Jemursari Surabaya were selected using stratified random sampling. Result of this research showed that patient safety culture has significant influence towards patient safety incident, meanwhile organizational communication climate do not has significant influence towards patient safety incident. Patient safety culture has negative influence towards patient safety incident ($p=0.009$), means that a unit with good patient safety culture will have low patient safety incident. The aspect of safety culture that influence in safety incident is hospital level aspect of safety culture ($p=0.011$). Task complexity has significant influence toward patient safety incident (0.00), mean that a unit with higher task complexity will have high patient safety incident. Conclusions of this research are patient safety culture and task complexity affect patient safety incident in two hospitals Rumah Sakit Islam Surabaya. Therefore, to prevent patient safety incident, hospital need to increase patient safety culture in every unit in the hospital and management need to simplify work processes and standardization of patient safety.

Keywords: patient safety culture, organizational communication climate, task complexity