ABSTRACT

Reporting incidents of patient safety is an important activity to improve the quality of health services on an ongoing basis. Incident reports will be analyzed initially to be able to be used as learning materials to prevent the same mistakes getting repeated. RSIS A. Yani and RSIS Jemursari are hospitals under the auspices of the Surabaya Islamic Hospital Foundation (YARSIS). Based on the results of the initial survey on incidents reporting in 2018, as many as 40% of RSIS A. Yani respondents and 34% of RSIS Jemursari respondents were aware of unreported incidents. On the other hand, as many as 40% of RSIS A. Yani respondents and 30% of RSIS Jemursari respondents were afraid to report the incidents of patient safety. This is why the purpose of this study is to determine the effect of the perception of blame culture on nurses' attitudes in reporting incidents of patient safety at RSIS A. Yani and RSIS Jemursari. This study is an analytical study with quantitative design. While based on time, this study used a cross sectional research design.

The researcher used a proportional random sampling technique to get the sample size needed in each inpatient unit. The total number of samples obtained was 105 nurses working in the inpatient unit of RSIS A. Yani and 138 nurses working in the inpatient unit of RSIS Jemursari. Moreover, the data retrieval was done through survey using questionnaire instrument.

The results showed that most of the nurses working in the inpatient unit of RSIS A. Yani and RSIS Jemursari perceived a low blame culture in the workplace. The determinants of the blame culture, such as perception, feeling, education and training about patient safety in the inpatient unit of RSIS A. Yani and RSIS Jemursari are included in the unfavorable category. Most of the nurses working in the inpatient unit of RSIS A. Yani have a positive attitude, as are the nurses at Jemursari Hospital. The results of statistical tests using logistic regression tests show that the perception of the blame culture had a significant effect on nurses' attitudes in reporting the incidents of patient safety (<0.05).

Finally, it can be concluded from the results of this study that the perception of the existence of blame culture brings a significant effect on the attitude of nurses in reporting incidents. The higher the perception of the blame culture, the more negative the attitude of the nurses in reporting incidents of patient safety. The suggestion that the researcher can give to RSIS A. Yani and RSIS Jemursari is that the patient safety committee should carry out proactive activities to explore the blame culture problem in reporting patient safety incidents.

Keywords: blame culture, patient safety, hospital

ABSTRAK

Pelaporan insiden keselamatan pasien merupakan kegiatan penting sebagai upaya untuk meningkatkan mutu pelayanan kesehatan secara berkelanjutan. Laporan insiden akan dianalisis agar dapat digunakan sebagai bahan pembelajaran untuk mencegah kesalahan yang sama terulang kembali. RSIS A. Yani dan RSIS Jemursari merupakan rumah sakit di bawah naungan Yayasan Rumah Sakit Islam Surabaya (YARSIS). Berdasarkan hasil survei awal mengenai pelaporan insiden pada tahun 2018, diketahui bahwa sebanyak 40% responden di RSIS A. Yani dan 34% responden di RSIS Jemursari yang mengetahui ada insiden keselamatan pasien yang tidak dilaporkan. Kemudian sebanyak 40% responden di RSIS A. Yani dan 30% responden di RSIS Jemursari merasa takut untuk melaporkan insiden keselamatan pasien. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh persepsi adanya *blame culture* terhadap sikap perawat dalam melaporkan insiden keselamatan pasien di RSIS A. Yani dan RSIS Jemursari.

Jenis penelitian ini adalah penelitian analitik dengan desain kuantitatif. Berdasarkan waktu, desain penelitian ini adalah *cross sectional*. Populasi penelitian ini adalah seluruh perawat di rawat inap RSIS A. Yani dan RSIS Jemursari. Cara pengambilan sampel dalam penelitian ini menggunakan teknik *proportional random samping* untuk mendapatkan besar sampel di setia unit rawat inap. Sampel yang didapatkan berjumlah 105 perawat di rawat inap RSIS A. Yani dan 138 perawat di rawat inap RSIS Jemursari. Pengambilan data melalui metode survei dengan instrument kuesioner.

Hasil penelitian menunjukkan bahwa sebagian besar perawat di rawat inap RSIS A. Yani dan RSIS Jemursari mempersepsikan adanya *blame culture* yang rendah di tempat kerjanya. Determinan dari *blame culture* seperti persepsi, perasaan, serta pendidikan dan pelatihan tentang keselamatan pasien di rawat inap RSIS A. Yani dan RSIS Jemursari termasuk dalam kategori kurang baik. Perawat di rawat inap RSIS A. Yani sebagian besar memiliki sikap yang positif, begitu juga di RSIS Jemursari. Hasil uji statistik menggunakan uji regresi logistic diketahui bahwa persepsi mengenai adanya *blame culture* berpengaruh signifikan terhap sikap perawat dalam melaporkan insiden keselamatan pasien (< 0,05).

Kesimpulan dari penelitian ini adalah persepsi mengenai adanya *blame culture* berpengaruh signifikan terhadap sikap perawat dalam melaporkan insiden. Semakin tinggi persepsi tentang adanya *blame culture* maka semakin negatif sikap perawat dalam melaporkan insiden keselamatan pasien. Saran yang diberikan untuk RSIS A. Yani dan RSIS Jemursari adalah komite keselamatan pasien seharusnya melakukan kegiatan proaktif untuk menggali masalah *blame culture* pada pelaporan insiden keselamatan pasien.

Kata Kunci: *blame culture,* keselamatan pasien, rumah sakit