

## **Patient Safety Program in Emergency Department (ED) at Prof. Dr. Chairuddin Panusunan Lubis Hospital in 2023**

**Regina Anastasya Ketaren<sup>1</sup>, Zulfendri<sup>2</sup>, Gerry Silaban<sup>3</sup>**

<sup>1,2,3</sup> Universitas Sumatera Utara, Indonesia

Email: [reginaketaren2807@gmail.com](mailto:reginaketaren2807@gmail.com)

\* Correspondence: [reginaketaren2807@gmail.com](mailto:reginaketaren2807@gmail.com)

---

### **KEYWORD**

Patient Safety, Program,  
Emergency Department,  
Goals

---

### **ABSTRACT**

This research explores the implementation of patient safety goals in the Emergency Department (ED) of Prof. Dr. Chairuddin Panusunan Lubis Hospital in 2022. Qualitative data gathered from key informants, including the Head of the ED, Head Nurse, and staff nurses, reveals determinants impacting patient safety. The study identifies several findings: good patient identification, the need for improved communication, positive progress in medication safety, effective implementation of site marking, successful reduction of infection risk, and adequate measures to minimize patient falls. Recommendations include enhancing communication among nurses and reinforcing medication safety protocols. The systematic application of site marking ensures precise location and procedures. Efforts to reduce infection risk and prevent patient falls are commendable, supported by appropriate policies, procedures, and training programs.

---

Attribution-Share Alike 4.0 International (CC BY-SA 4.0)



---

## **Introduction**

Currently, the improvement of service quality and patient safety in hospitals has become an increasingly popular movement. Many developed countries have even shifted from the "quality" model to the new "quality safety" model. This means that the focus is not only on improving service quality but also on ensuring patient safety in a safe, effective, consistent, and sustainable manner. Patient safety has now become a crucial global issue. For example, in 2000, the WHO launched the Global Patient Safety Alliance, a program aimed at collaborating with other countries to enhance patient safety in hospitals (Mandriani et al., 2019).

According to the regulations of the Ministry of Health of the Republic of Indonesia, specifically Regulation Number 11 of 2017, patient safety is a method to ensure safer patient care, including the assessment, recognition, and management of patient risks. It involves the ability to report and analyze incidents, learn from them, track them, and implement solutions. This regulation is considered a crucial step in ensuring patient safety in Indonesian hospitals.

Patient safety has become a major focus at both national and international levels, and it is an essential element in the quality of medical services and primary patient care.

Patient safety is also a key component in quality management within hospitals. In practice, patient safety in hospitals involves an approach that ensures healthcare professionals provide safe care and prevent undesirable events. This approach includes risk identification, patient risk management, incident reporting and analysis, learning from incidents, and tracking and implementing solutions to minimize negative impacts (Tristantia, 2018).

In order to improve patient safety in hospitals, the Hospital Accreditation Commission (2017) emphasizes the importance of establishing that all hospitals must meet the National Hospital Accreditation Standards. The accreditation criteria in hospitals, developed in accordance with the Indonesian Minister of Health Regulation No. 3 of 2017, aim to enhance the level of patient safety in hospitals and strengthen the protection for patients and the community.

Patient safety goals are the first standard requirement that must be fulfilled to obtain certification according to the 2012 version. The entire process of examination and healthcare in hospitals, from patient registration to the completion of services, involves hundreds of medications, numerous examination procedures, various types of technological equipment, and a diverse range of professional and non-professional staff. Furthermore, all these services must be available 24 hours a day (Yasmi & Thabrany, 2018).

Based on an interview with the Head of the Emergency Department, who is a member of the Hospital Patient Safety Team, in September 2021, it was reported that Prof. Dr. Chairuddin Panusunan Lubis Hospital has confirmed 69 incidents from 2015 to 2020. Out of these, 41 incidents (59.4%) were Unexpected Events (UE), 26 incidents (37.7%) were Near-Miss Events (NME), and two incidents (2.9%) were Potential Injury Events (PIE). One example of a PIE that occurred in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital was the absence of patient identification bracelets, which may have been caused by human error. Despite the implementation of patient safety programs, the incident rates in the hospital are still fluctuating and have not shown a significant decrease or achieved the goal of zero defects from year to year. This situation can lead to conflicts between the hospital and patients. Ideally, healthcare facilities should strive to achieve a value of zero incidents in terms of patient safety (Firawati et al., 2012).

One potential Patient Safety Event (PSE) that can occur is the failure to use patient identification bracelets. Based on the results of an interview with the unit head, it is suspected that the failure to use patient identification bracelets in the Emergency Department (ED) of Prof. Dr. Chairuddin Panusunan Lubis Hospital is a human error committed by nursing staff. The use of patient identification bracelets in Prof. Dr. Chairuddin Panusunan Lubis Hospital remains an issue that needs to be addressed. By implementing a patient safety program, the hospital can align its vision and mission by providing planned services and instilling confidence in the community regarding the medical care provided by the hospital (Lestari et al., 2019).

The patient safety program in the ED of Prof. Dr. Chairuddin Panusunan Lubis Hospital has not been running smoothly, particularly concerning accurate patient identification and medication errors. The conditions in the ED of Prof. Dr. Chairuddin Panusunan Lubis Hospital are generally emergency situations that require immediate attention. Therefore, the absence of patient identification bracelets in the ED can lead to nurses mistakenly administering medication. This is a concern for researchers studying

patient safety incidents, as one of the patient safety goals is the accuracy of medication administration (Yarnita, 2018).

In the context of enhancing patient safety, researchers feel the need to conduct an analysis of the determinants influencing the implementation of the patient safety program in the Emergency Department (ED) of Prof. Dr. Chairuddin Panusunan Lubis Hospital in 2023. This is important because even though there is already a patient safety program implemented in the hospital, its implementation may not be optimal and effective without a deep understanding of the factors that influence it. Therefore, this research aims to provide input and recommendations to the hospital in improving the implementation of the patient safety program in the ED of Prof. Dr. Chairuddin Panusunan Lubis Hospital, ultimately enhancing safety and service quality for patients (Hadi, 2016).

The objective of this research is to explain how the implementation of six patient safety goals is carried out in the Emergency Department (ED) of Prof. Dr. Chairuddin Panusunan Lubis Hospital in 2022. This study will involve the analysis and evaluation of the measures taken to achieve patient safety goals in the ED. Factors that influence the implementation of patient safety goals, such as existing policies and procedures, communication among medical staff, resource availability, and the attitudes and disposition of healthcare professionals, will also be examined. The findings of this research are expected to provide a deeper understanding of the successes and challenges in implementing patient safety goals in the ED of Prof. Dr. Chairuddin Panusunan Lubis Hospital in 2022.

## **Research methods**

In this research, a qualitative method with a phenomenological approach is used to explore the determinants of the phenomenon occurring in the implementation of patient safety in the Emergency Department (ED). Data obtained will be combined with existing theories to draw conclusions. The study is conducted in a natural setting, allowing for an unrestricted understanding of the phenomena under investigation. The objective is to obtain in-depth information in order to gain a better understanding of the fundamental principles of patient safety implementation in the Emergency Department.

This research was conducted at the Emergency Department of ED Prof. Dr. Chairuddin Panusunan Lubis Hospital, which has data on Unexpected Incidents in the ED. The study took place from August to October 2021.

The main informants in this research are the Head of the Emergency Department (ED), the Head Nurse of the ED, and the staff nurses, as nurses are healthcare professionals who are always on standby with patients. In other words, the primary informants, who are nurses, have a significant influence on patient safety incidents. The total number of informants in this study is 18 individuals. Sampling was conducted using the targeted sampling method, which means that the informants selected have been working in the emergency department for more than one year, expressed a willingness to participate as informants, communicate effectively, and understand the purpose of this research work (Faluzi et al., 2018).

The data analysis technique used qualitative data analysis. Which consists of several stages, namely data reduction, data presentation, and drawing conclusions. Reducing data is choosing the main things, focusing on the things that are important, then looking for themes and patterns to get a clearer picture to make it easier for researchers to collect further data and conclude the final results of the study. Researchers process semi-finished data that is already uniform in written form and already has a clear flow

into the categorization matrix. Conclusions are drawn using content analysis, researchers will compare the results of interviews given by each informant, to cross check, in order to obtain answers to the phenomenon.

## **Results and Discussions**

### **Prof. Dr. Chairuddin Panusunan Lubis Hospital Vision and Mission and Emergency Department**

The vision of Prof. Dr. Chairuddin Panusunan Lubis Hospital is to become the Center for IPTEKDOK (Research, Technology, and Higher Education Development) in the West Indonesia region by 2025. The mission of Prof. Dr. Chairuddin Panusunan Lubis Hospital is to enhance the quality of doctors, specialists, and healthcare professionals, as well as the quality of healthcare services, particularly in the Northern Sumatra region.

The Emergency Department (ED) of ED Prof. Dr. Chairuddin Panusunan Lubis Hospital provides 24-hour medical services for patients in need of emergency medical assistance. The services available in the ED of ED Prof. Dr. Chairuddin Panusunan Lubis Hospital include: (1) Emergency care for adult and pediatric patients, (2) Management of accident and trauma victims, (3) Mental health services, (4) Treatment of heart attack and stroke cases, (5) Management of patients with urgent conditions such as difficulty breathing, bleeding, and others, (6) Medical consultation and referral to other departments within ED Prof. Dr. Chairuddin Panusunan Lubis Hospital if necessary.

### **Determinants of the implementation of the six patient safety goals**

#### **Patient identification accuracy**

After conducting interviews with several informants, the researchers found that they have a sufficient understanding of the patient identification accuracy procedures, which is part of the patient safety program. The informants consider the primary goal of the patient safety program to ensure patient identification accuracy, especially during the patient's stay in the emergency department, which is seen as a critical situation requiring accurate and prompt identification.

From the results of the interviews, it is evident that the respondents have a good understanding of the importance of patient identification accuracy in the implementation of the patient safety program in the emergency department. The respondents are aware that patient identification accuracy is crucial and highly significant in preventing medical errors and enhancing patient safety in the hospital. Thus far, the practice of patient identification accuracy in the emergency department of Prof. Dr. Chairuddin Panusunan Lubis Hospital as one of the targets of patient safety has been quite satisfactory.

#### **Improving effective communication.**

After conducting interviews with several informants, the researcher found that ineffective communication among the attending nurses occurs in certain situations, particularly during emergencies and when the emergency department is crowded with patients. The informants admitted that there are instances of information errors among nurses that affect patient safety, such as inaccurate treatment plans, incorrect medication administration, and improper execution of procedures. This is often attributed to human error or fatigue due to the demanding and hectic environment.

Based on the interview results regarding the ineffective communication among healthcare providers that affects patient safety, it can be concluded that this issue requires

serious attention and action. Several factors contribute to the ineffective communication among attending nurses in the emergency department, including patient overcrowding, lack of understanding about the importance of effective communication, and fatigue and exhaustion. Therefore, solutions and actions are needed to improve effective communication among healthcare professionals, such as enhancing understanding about the importance of communication, providing training in effective communication skills, and optimizing the use of communication technology in the workplace. With the right actions and strong commitment from all parties involved, it is expected to raise awareness and improve the quality of patient safety in the emergency department of Prof. Dr. Chairuddin Panusunan Lubis Hospital.

#### **Improving medication safety.**

The improvement of medication safety in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital should be given attention as one of the patient safety goals due to several potential risk factors that may occur, such as high time pressure in medication administration, lack of drug information on patients, improper medication use and incorrect dosages, and unwanted drug interactions. Therefore, preventive and corrective actions need to be taken to prevent medication errors, such as paying attention to drug information on patients, checking the prescribed dosages, and implementing cross-checking between the administering nurse and the documenting nurse.

Based on the interview results, it can be concluded that the improvement of medication safety in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital is adequate. Several efforts have been made, such as implementing a double-check system, electronic medication recording, and providing training to healthcare professionals, which have contributed positively to reducing medication errors and enhancing patient safety. However, ongoing efforts are still necessary to further develop the use of information technology in order to improve the efficiency and accuracy of medication management in the Emergency Department.

#### **Ensuring precise location, proper procedures, and correct patient for surgery.**

Ensuring precise location, proper procedures, and correct patient for surgery as part of the patient safety goals using site marking is an action taken by the medical staff in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital to ensure that patients undergoing surgical procedures are in the right location, with the correct procedures, and on the right patients. Site marking activities are part of the patient safety program in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital to minimize the risk of errors in surgical procedures that can impact the health and safety of patients.

This can be achieved by providing more intensive training and socialization to the entire medical team, especially those directly involved with patients undergoing surgery. Training can be conducted by teaching the correct site marking procedures and providing real-life case examples where precise location certainty is crucial for patient safety. Additionally, regular evaluations of site marking implementation in the Emergency Department can be conducted, and feedback can be provided to the entire medical team to improve any procedures that may be less accurate.

#### **Reducing the risk of infection.**

One important patient safety goal in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital is the reduction of infection risks. Infections can occur in patients in the Emergency Department due to various factors, such as open

wounds, the use of respiratory support devices, and inadequate handling practices. To reduce the risk of infection, the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital has implemented several measures, including strict protocols for cleanliness and sanitation, training for all medical personnel on hygiene and sanitation practices, and the use of appropriate personal protective equipment such as masks and gloves. Additionally, the Emergency Department conducts regular monitoring and evaluation of the implementation of cleanliness and sanitation protocols to ensure consistency and the effectiveness of infection prevention measures.

Informant 1, as the head of the Emergency Department at Prof. Dr. Chairuddin Panusunan Lubis Hospital, also added that Prof. Dr. Chairuddin Panusunan Lubis Hospital has a program for regular monitoring and evaluation of the effectiveness of efforts to reduce infection risks. In addition, infection surveillance is conducted to record the number of infection cases and prevent their spread. This demonstrates the commitment of Prof. Dr. Chairuddin Panusunan Lubis Hospital's Emergency Department to ensuring the well-being of patients and continuously improving the quality of healthcare services provided within its scope.

#### **Reducing the risk of patient falls.**

Reducing the risk of patient falls in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital is a crucial patient safety goal that needs to be addressed. Patients admitted to the Emergency Department often have unstable health conditions and require intensive care, making them prone to falls within the ED environment. Therefore, various steps need to be taken to reduce the risk of patient falls, such as assessing the fall risk of patients, training nurses on identifying fall risks in patients, increasing supervision for patients at high risk of falling, placing patients in safe and easily accessible rooms or beds for nurses, and raising awareness among patients and their families about fall risks and preventive measures that can be taken. By implementing these measures, it is expected to enhance overall patient safety and reduce the risk of patient falls in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital.

Bedside safety measures, such as bed rails, can be employed to reduce the risk of patient falls in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital. Bed rails can be installed on the sides of beds to assist in preventing patients from falling while sleeping or moving on the bed. In addition to bed rails, other preventive actions can be taken to reduce the risk of patient falls in the Emergency Department of Prof. Dr. Chairuddin Panusunan Lubis Hospital. These include conducting fall risk assessments for every patient admitted to the ED, providing supervision and assistance for patients at high risk of falling, and placing patients in safe and easily accessible rooms or beds for nurses.

The use of bed rails is one of the measures taken to reduce the risk of patient falls in the Emergency Department. However, their use is selective in Prof. Dr. Chairuddin Panusunan Lubis Hospital's Emergency Department and is only implemented for patients who require additional protection. Furthermore, according to informant 7, it is important to ensure that the use of bed rails is done correctly and safely, without hindering nurses' access to providing care to patients.

#### **Conclusion**

In this study, several determinants affecting patient safety programs in this hospital were found, including good patient identification, the need for improvement in

communication, good improvement in medication safety, proper implementation of site marking for location, procedures, and surgical patients, good reduction in infection risk, and good reduction in patient fall risk. a) Patient identification in ED Prof. Dr. Chairuddin Panusunan Lubis Hospital is good with the use of appropriate methods and training for medical staff. b) Communication among nurses still needs improvement to avoid errors in medical decision-making and suboptimal patient care. c) Efforts to improve medication safety in ED Prof. Dr. Chairuddin Panusunan Lubis Hospital are good through policies, procedures, and training programs. d) The systematic and coordinated implementation of site marking in ED Prof. Dr. Chairuddin Panusunan Lubis Hospital ensures the accuracy of location, procedures, and surgical patients. e) Efforts to reduce infection risk in ED Prof. Dr. Chairuddin Panusunan Lubis Hospital are good through policies, procedures, and training programs regarding infection control. f) Efforts to reduce patient fall risk in ED Prof. Dr. Chairuddin Panusunan Lubis Hospital are good through policies, procedures, and training programs on fall prevention.

## References

- Faluzi, A., Machmud, R., & Arif, Y. (2018). Analisis Penerapan Upaya Pencapaian Standar Sasaran Keselamatan Pasien Bagi Profesional Pemberi Asuhan Dalam Peningkatan Mutu Pelayanan di Rawat Inap RSUP Dr. M. Djamil Padang Tahun 2017. *Jurnal Kesehatan Andalas*, 7, 34–43.
- Firawati, F., Pabuty, A., & Putra, A. S. (2012). Pelaksanaan Program Keselamatan Pasien di RSUD Solok. *Jurnal Kesehatan Masyarakat Andalas*, 6(2), 73–79.
- Hadi, I. (2016). *Buku Ajar Manajemen Keselamatan Pasien*. Deepublish.
- Lestari, E. S., Dwiantoro, L., & Denny, H. M. (2019). Sistem Pelaporan Insiden Keselamatan Pasien di Sebuah Rumah Sakit Swasta di Kudus. *Jurnal Keperawatan Dan Kesehatan Masyarakat Cendekia Utama*, 8(2), 169–180.
- Mandriani, E., Hardisman, H., & Yetti, H. (2019). Analisis Dimensi Budaya Keselamatan Pasien Oleh Petugas Kesehatan di RSUD dr Rasidin Padang Tahun 2018. *Jurnal Kesehatan Andalas*, 8(1), 131–137.
- Permenkes. (2017). Peraturan Menteri Kesehatan Republik Indonesia Nomor 11 Tahun 2017 Tentang Keselamatan Pasien, 8.5.2017
- Tristantia, A. D. (2018). Evaluasi Sistem Pelaporan Insiden Keselamatan Pasien Di Rumah Sakit. *Jurnal Administrasi Kesehatan Indonesia*, 6(2), 83–94.
- Yarnita, Y. (2018). Analisis Hubungan Sikap Perawat Dengan Budaya Keselamatan Pasien Di Ruang Rawat Inap Rsud Arifin Achmad Provinsi Riau. *Photon: Jurnal Sain Dan Kesehatan*, 8(2), 81–85.
- Yasmi, Y., & Thabrany, H. (2018). Faktor-Faktor yang Berhubungan dengan Budaya Keselamatan Pasien di Rumah Sakit Karya Bhakti Pratiwi Bogor Tahun 2015. *Jurnal Administrasi Rumah Sakit Indonesia*, 4(2).