

## Factors influencing the implementation of patient safety culture in mitra sejati hospital, medan city in 2022

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### ABSTRACT

The World Health Organization in 2018 collected hospital research figures in several countries, found adverse events in the range of 3.2 -16.6%. Safety culture is concerned with the extent to which the organization prioritizes and supports the improvement of safety safely. The purpose of this research is the factors that influence the implementation of patient safety culture at Mitra Sejati Hospital, Medan City in 2021. The type of research is a quantitative analytic survey using a cross sectional design. The population is nurses and management at Mitra Sejati Medan Hospital, totaling 186 with a sampling technique using random sampling with a total of 149 respondents. The data used include primary data and secondary data. Data analysis used bivariate and multivariate approaches. The results of this study indicate that there is an effect of open communication with p value = 0.022, cooperation within units with p value = 0.000, cooperation between units with p value = 0.002, length of work with p value = 0.048, and the availability of facilities on safety. patients at Mitra Sejati Hospital Medan with p value = 0.010. And the most dominant factor for patient safety at Mitra Sejati Hospital Medan is cooperation within the unit. It is recommended to Mitra Sejati Hospital to improve services in collaboration with all units at the RSU so as to minimize the occurrence of incidents related to patient safety.

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## INTRODUCTION

Building a patient safety culture is the first step in developing patient safety. Patient safety culture in hospitals is part of the organizational culture, so an assessment of organizational culture is needed to guide the development of patient safety. Hospitals are health care institutions that provide health services that provide inpatient, outpatient and emergency services for the community who must continue to be able to improve quality and affordable services in order to realize the highest degree of health (Irviranty 2018).

Putra (2019), states that improving the quality of health services within the scope of the hospital is a major issue in health development both nationally and globally (Putra, Ikhtiar, and Emelda 2018)(Hutabarat 2020) One of the dimensions of quality is measured through patient safety. Patient safety is a top priority to be implemented in hospitals and this is related to quality issues and the image of the hospital. Since the beginning of 2017 hospital institutions have always improved quality in three elements, namely structure, process and outcome with various authorized regulatory programs, for example the application of a patient safety culture in hospitals (Putra et al. 2018).

At this time efforts to improve service quality and improve patient safety efforts in hospitals are already a universal movement. Various developed countries have even shifted the "quality" paradigm towards a new Quality-safety paradigm which implies not only improving service quality, but more importantly maintaining patient safety consistently and continuously. Safety has become a global issue including for hospitals. five important issues related to safety in hospitals and patient safety is one of them. (Depkes 2016).

These five aspects of safety are very important to be implemented in every hospital. However, it must be admitted that hospital institutional activities can run if there are patients, so patient safety is a top priority to be implemented and this is related to the issue, quality and image of the hospital (Iwani 2020).

According to the World Health Organization in 2018 which has collected hospital research figures in several countries, adverse events were found in the range of 3.2 - 16.6% (Indonesia 2018) Research conducted in Colorado, Utah, reporting, justice, and learning . Being open and fair means that all information is reported openly and freely, and fair treatment for nurses when incidents occur (Arini, Yulia, and Romiko 2018).

Patient safety culture will be formed by several factors. One of the factors that influence the implementation of patient safety culture is teamwork. (Sitepu 2020)states that many organizations have mentioned the importance of teamwork in patient safety (Hasmy 2018).

According to the Agency of Healthcare Research and Quality (2017) in assessing patient safety culture in hospitals there are several dimensions that need to be considered, namely the expectations and actions of supervisors/managers in promoting patient safety, continuous learning-improvement, teamwork within units, open communication, error feedback, blameless response, adequate staffing, overall perception, hospital management support, inter-unit teamwork, patient assignment and transfer and incident reporting frequency (Pasinringi, Rivai, and KM 2022).

According to (Nasution 2020) in his research, safety culture is a condition where nurses have constant and active awareness of things that have the potential to cause mistakes, nurses talk about mistakes, learn from mistakes and want to correct mistakes. Then Ferguson and Fakelman (Sitepu 2020) argue that patient safety culture is a value, belief shared by a monitoring and control system to produce behavioral norms.

This research is different from Budi's research (2021) which states that patient safety culture is an important aspect in providing quality health services. However, in Indonesia, there are not many hospitals reporting data on patient safety incidents. The purpose of this study was to determine the factors that influence the implementation of patient safety culture at RSI Unisma Malang. The research used is a mix methods. Feelings of fear and anxiety are one of the biggest factors that can affect the implementation of safety culture, especially incident reporting. Fear of being blamed can be caused by a culture of patient safety that has not become a habit and has not been socialized optimally.

The Royal Prima Medan Hospital is a place that is building and developing patient safety in the city of Medan, North Sumatra, and its surroundings. The more time goes by and the development of good quality of service, the more patients who seek treatment at this hospital with various kinds of diseases they suffer. Considering that patient safety issues are problems that need

to be addressed immediately, patient safety standards are needed in health care facilities as a reference for carrying out their activities (Wiratama 2019).

## RESEARCH METHOD

The type of research used is a type of survey analytic research (analytic research) with a cross sectional approach (Sugiyono 2017). Location This research was conducted at Mitra Sejati General Hospital in Medan City, North Sumatra and the time of study was from April to August 2022. In this study, researchers used primary data and secondary data. The population in this study were all nurses and management at the Mitra Sejati Hospital in Medan, totaling 186 in the Mitra Sejati Hospital in Medan City, taking samples using random sampling, namely by randomizing. The sample taken must meet the criteria, namely the sample determined by the researcher totaled 149 people. Data analysis performed was univariate analysis, bivariate and multivariate analysis.U

## RESULTS AND DISCUSSIONS

Based on the research results, the table below is obtained:

**Tabel 1.** Characteristics of Respondents

Characteristics of Respondents	Jumlah	%
Gender		
Woman	94	63.1
Man	55	36.9
Last Education		
Ners	30	20.1
S1	45	30.2
D3	74	49.7
Jumlah	149	100

Based on the results showed that of the 149 respondents at Mitra Sejati Hospital in Medan, based on gender, the majority were women as much as 63.1% and the last education was the majority D3 Nursing as much as 49.7%.

### Analisis Univariat

**Tabel 2.** Frequency Distribution of Respondents Based on Variables at Mitra Sejati Hospital in Medan.

Variabel	n	Persentase
Open Communication		
Yes	104	69.8
No	45	30.2
Collaboration Within Units		
Yes	94	63.1
No	55	36.9
Collaboration Between Units		
Yes	99	66.4
No	50	33.6
Length Of Working		

Yes	102	68.5
No	47	31.5
Facility Availability		
Yes	109	73.2
No	40	26.8
Implementation Of Patient Safety Culture		
Yes	104	69.8
No	45	30.2

Based on the results, it was shown that of the 149 respondents at Mitra Sejati Hospital in Medan, open communication was obtained by the majority of 104 people (69.8%). Cooperation within the unit was obtained by the majority of yes, by 94 people (63.1%). Cooperation between units obtained the majority, yes, as many as 99 people (66.4%). The majority obtained the length of work as many as 102 people (68.5%). Availability of facilities obtained the majority yes as many as 109 people (73.2%). The majority of patient safety culture implementation was obtained by 104 people (69.8%).

#### Analisis Bivariat

Table 3 The Effect of Open Communication on the Implementation of Patient Safety Culture.

Variable	Keselamatan Pasien				Jumlah		P	OR
	Ya		Tidak		n	%		
	n	%	n	%				
Open Communication								
Yaes	79	53.0	25	16.8	104	69.8	0,022	2.528
No	25	16.8	20	13.4	45	30.2		
Collaboration Within Units								
Yes	76	51.0	18	12.1	94	63.1	0,000	4.071
No	28	18.8	27	18.1	55	36.9		
Collaboration Between Units								
Yes	78	52.3	21	14.1	99	66.4	0,002	3.429
No	26	17.4	24	16.1	50	33.6		
Length Of Working								
Yes	77	51.7	25	16.8	102	68.5	0,048	2.281
No	27	18.1	20	13.4	47	31.5		
Facility Availability								
Yes	83	55.7	26	17.4	109	73.2	0,010	2.888
No	21	14.1	19	12.8	40	26.8		

The effect of open communication on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained p value = 0.022 < 0.05 with an OR value of 2.528, this shows that open communication affects 2.5 times the implementation of patient safety culture in hospitals Medan True Partners. The effect of collaboration within the unit on the implementation of patient safety culture at Mitra Sejati Hospital Medan based on the results of the chi-square statistical test analysis obtained p = 0.000 < 0.05 with an OR value of 4.071, this shows that cooperation within the unit 4 times affects the application of safety culture patients at

Mitra Sejati Hospital in Medan. The effect of collaboration between units on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained p value = 0.002 <0.05 with an OR value of 3,429, this shows that cooperation between units 3. times affects the application of patient safety culture at Mitra Sejati Hospital in Medan. The effect of length of service on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained p value = 0.048 <0.05 with an OR value of 2,281, this shows that open communication twice affects the application of patient safety culture at the hospital Medan True Partners. The effect of the availability of facilities on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained p value = 0.010 <0.05 with an OR value of 2,888, this shows that open communication twice affects the application of patient safety culture at the hospital Medan True Partners.

### Analisis Multivariat

**Table 4.** Results of Multiple Logistic Regression Analysis with the Input of All Candidate Variables in the Model

Variabel	B	Sig	Exp (B)	95% CI	
				Lower	Upper
Collaboration Within Units	1.469	.000	4.345	1.997	9.457
Collaboration between Units	1.307	.001	3.695	1.683	8.115

Based on the final results of the final phase of the binary logistic regression test, it was obtained that the cooperation variable within the unit was the most dominant variable with the value Exp (B) Cooperation within the unit with the value Exp (B) 4,345 (CI: 95%, 1,997-9,457). This shows that collaboration within units is 4 times more likely to influence the implementation of patient safety culture at Mitra Sejati Hospital in Medan.

### Discussion

#### The Effect of Open Communication on the Implementation of Patient Safety Culture

The effect of open communication on patient safety at Mitra Sejati Hospital Medan based on the results of the chi-square statistical test analysis obtained p = 0.022 <0.05 with an OR value of 2.528, this shows that open communication affects patient safety 2.5 times at Mitra Sejati Hospital Medan.

This research is in line with Ani's 2018 study entitled The Influence of Teamwork, Communication and Patient Safety Culture on the Achievement of Patient Safety Goals (A Survey on Inpatient Installation at Hospital X). The results of research testing found a positive relationship between teamwork, communication and patient safety culture. From the test results it was found that there was an influence of teamwork, communication and patient safety culture both partially and simultaneously on the achievement of patient safety goals (Siregar 2020).

Patient safety incidents do not always occur due to human error. Patient safety relates to all elements in the hospital. Many factors influence the occurrence of patient safety incidents, not only individual errors but can also be caused by system errors. An unorganized system is a condition that often triggers errors in patient safety (sulistya Lubis n.d.).

Patient safety is protected through patient safety standards and increased application of patient safety by nurses due to the implementation of safety including patient identification, effective communication at handover, avoiding drug administration errors, eliminating procedure errors, preventing nosocomial infections, and preventing patient falls (Bukhari 2019).

According to the researcher's assumption that with open communication with colleagues or work units, this will make nurses even better at providing health services to patients so that patient safety is guaranteed when health services are provided.

#### The Effect of Cooperation Within the Unit on the Implementation of Patient Safety Culture

The effect of collaboration within the unit on the implementation of patient safety culture at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained  $p = 0.000 < 0.05$  with an OR value of 4,071, this shows that collaboration within the unit 4 times affects patient safety in Mitra Sejati Hospital Medan

This research is in line with Deviana's 2021 study entitled the effect of teamwork on efforts to reduce the risk of infection in the Hospital Inpatient Unit. The results of the study show that teamwork communication has an effect on reducing the risk of infection in patients or increasing patient safety. Variable Teamwork is the variable that has the most influence on reducing the risk of disease infection or improving patient health (Deviana 2021).

A well-organized system is one that facilitates teamwork between units that is solid and integrated in realizing patient safety goals. Health care organizations must develop a culture of KP with clear objectives, defined procedures, and safe processes. Safety culture is affected by organizational changes, such as a change in leadership or the introduction of a new system. An organization with a weak safety culture will limit the safety system, whereas one with a positive culture will have many appropriate ways to promote KP.

According to the researcher's assumption that teamwork is a way to improve patient health or patient safety culture, because teamwork will create information and cooperate with each other in providing the best service for patients so that there is an influence of teamwork on the implementation of patient safety culture.

#### **The Effect of Inter-Unit Cooperation on the Implementation of Patient Safety Culture**

The effect of collaboration between units on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained  $p = 0.002 < 0.05$  with an OR value of 3,429, this shows that collaboration between units 3 times affects patient safety at home Mitra Sejati Hospital Medan

This research is in line with Suci's 2018 research entitled Improving Patient Safety Culture Through Empowering Patient Safety Champions. The dimension of teamwork between units increased by 12.4% and was statistically significant ( $p=0.017$ ). The non-punitive response dimension also experienced a significant increase, namely 7.4% ( $p = 0.044$ ). In addition, the dimensions of organizational learning also experienced a statistically significant increase, namely 11.7% ( $p = 0.015$ ) (Suci 2018).

Building a patient safety culture in hospitals is the obligation and responsibility of all staff working in hospitals, especially medical personnel who have direct contact with patients such as doctors and nurses. Nurses are professionals who play an important role in the functioning of the hospital. This is based on the majority of the workforce in hospitals are nurses. In carrying out their functions, nurses are staff who have the most contact with patients. Nurses are also part of a team, which includes various other professions such as doctors. The breadth of the nurse's role allows her to find and experience the risk of service errors (Salawati 2020).

According to the researcher's assumption that cooperation between units must also be carried out in providing health services to patients, with collaboration between units it will provide information about experiences or mutual assistance in helping to improve patient health and recovery, so that there is an influence of cooperation between units on the implementation of patient safety culture.

#### **The Effect of Length of Work on the Implementation of Patient Safety Culture**

The effect of length of work on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained  $p = 0.048 < 0.05$  with an OR value of 2,281, this shows that open communication twice affects patient safety at Mitra Sejati Hospital Medan

This research is in line with Astriana's 2014 study entitled *The Relationship between Education, Years of Service and Workload with Patient Safety at the Makassar Hajj Hospital*. The results of this study indicate that education level ( $p=0.002$ ), years of service ( $p=0.033$ ), and workload ( $p=0.00$ ) are related to patient safety performance by nurses. The conclusion of this study is that there is a relationship between education level, years of service, and workload with patient safety performance by nurses at the inpatient installation of RSUD Haji Makassar (Astriana and Sidin 2014).

Varying work periods will affect the skills and experience of nurses in their work, namely providing safe services to patients. The different experiences of each nurse will lead to different abilities in solving problems related to patient safety incidents and service performance that pays attention to patient safety (Pasinringi et al. 2022).

The results of the study show that length of work is a supporter of patient safety culture, length of work makes health workers more likely to implement patient safety culture, so that new health workers must be trained and monitored in implementing patient safety culture, especially if there are mistakes in providing services, then it is possible to immediately correct them by asking seniors so that the implementation of health services is maintained, and there is good cooperation within units and between units in increasing the application of a patient safety culture.

According to the researchers' assumptions, with long working hours, this will make the experience of nurses in providing health services to patients so that with that experience, nurses will implement a culture of patient safety so that they will always pay attention to every action taken to patients, so this is said to have an old influence. towards the application of patient safety culture at Mitra Sejati Hospital in Medan City.

### **Effect of Availability of Facilities on the Implementation of Patient Safety Culture**

The effect of the availability of facilities on patient safety at Mitra Sejati Hospital in Medan based on the results of the chi-square statistical test analysis obtained  $p = 0.010 < 0.05$  with an OR value of 2,888, this shows that open communication twice affects patient safety at Mitra Sejati Hospital Medan.

This research is in line with Pakkah's 2021 research entitled *The Influence of Nurse Performance and Infrastructure on Patient Safety in Hospitals in Makassar City*. Based on the variable availability of supporting infrastructure for patient safety, there is an influence on patient safety, with 90% available and 10% not available. The conclusion of the study is that there is no effect of effective communication and attitudes of nurses on patient safety, and there is an influence of infrastructure on patient safety (Pakka and Rusyidi 2021).

The completeness of facilities and infrastructure is important to support the process of the patient safety program. One of the things that can support patient safety is the availability of a nurse call bell. If this is not available, then the risk of a patient safety incident is high and of course it will endanger the patient's life. The availability of infrastructure is very important in supporting the implementation of patient safety goals (Nurpratama 2019).

The results of the research on the availability of infrastructure to support the implementation of patient safety in the inpatient room of the Makassar City Hospital, where the results of cross-checking the completeness of available patient safety supporting infrastructure are at 90% and 10% unavailable, namely the unavailability of the Bell Nurse Call. Research conducted by Samra in 2016 stated that in the implementation of patient safety programs, it is adjusted to the needs, abilities and conditions of health care facilities.

According to the researcher's assumption, with the availability of facilities in the hospital, this makes the services provided by nurses able to implement a patient safety culture, with the existence and completeness of facilities, this will increase safety with the tools that will be used by patients, if the availability of facilities is lacking, nurses will use makeshift tools so that this will increase infection if the tools are not sterile and the actions taken are not optimal, this will make the

application of patient safety culture not optimal, so this is said to have an effect on the availability of facilities on the application of patient safety culture at Mitra Sejati Hospital in Medan City.

### The Most Dominant Factor in the Implementation of Occupational Safety Culture

Based on the final results of the final phase of the binary logistic regression test, it was obtained that the cooperation variable within the unit was the most dominant variable with the value Exp (B) Cooperation within units with the value Exp (B) 4,345 (CI: 95%, 1,997-9,457). This shows that cooperation within units is 4 times more likely to influence the implementation of patient safety culture at Mitra Sejati Hospital in Medan.

This research is in line with Arini's research in 2018 with the title of teamwork relationship with the application of patient safety culture in the inpatient room of the Bhayangkara Hospital Palembang in 2018. Results: Good teamwork 30 respondents (71.4%), and good implementation of patient safety culture 28 respondents (66.7%). The statistical test results show that there is a relationship between teamwork and the implementation of a patient safety culture (p value 0.009) (Arini et al. 2018).

Patient safety is a system that makes patient care safer, including risk assessment, identification and management of patient risks, reporting and analysis of incidents, the ability to learn from incidents and their follow-up, and implementation of solutions to minimize risks and prevent injuries (Iwani 2020).

According to (Siregar 2020) states that in the patient safety literature, it is widely known that team performance is very important to provide safe patient care. Therefore, teamwork is the focus of system-based interventions to improve patient safety and medical education standards.

According to the researcher's assumption that cooperation within the unit 4 times influences the application of patient safety culture when carrying out health services, so that with good cooperation within units, health workers help each other and remind each other, for example by cohesiveness and collaboration on issues such as clear information about patient status. be notified to the next shift, other than that small problems that exist when providing services can be assisted by health workers in other units so that these small problems do not affect further problems that create other problems, with good cooperation problems can be resolved patient safety is guaranteed.

## CONCLUSION

There is an influence of open communication, cooperation within units, collaboration between units, length of work, availability of facilities on patient safety at Mitra Sejati Hospital in Medan. The most dominant factor in the implementation of patient safety culture at Mitra Sejati Hospital is cooperation within the unit. The hospital is improving the implementation of Patient Safety culture by providing rewards to nurses who consistently practice safety culture and developing research on compliance in implementing safety culture.

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