

Review of Risk Management and Patient Safety in the Context of Hospital Quality Management: Literature Review

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Abstract: Introduction: One of elements of general welfare of national goals is the realization of optimal health. Therefore, quality health services will become one of the basic needs required by everyone. In improving quality and patient safety, there are risks that must be overcome to get the desired results, for this reason hospitals need to carry out risk management. Risk management is closely related to the implementation of patient safety and worker safety in hospitals and has an impact on achieving hospital quality, etc. Methods and materials: This research is a literature review based on sources from Google Scholar with the search keyword "Risk Management and Patient Safety to Improve Hospital Quality Management." A total of five articles were identified and used in this research. Articles used in the literature review are limited to 2019-2023. Research results: Risk management and patient safety depend heavily on effective communication, knowledge and good attitudes from all parties involved in the hospital. Accurate and consistent implementation of policies and procedures is an important foundation, and the use of information technology can facilitate risk reporting and analysis. Audits and evaluations need to be carried out to ensure the effectiveness of actions provided by medical and non-medical personnel in accordance with procedures.

Keywords: Risk management, patient safety, quality management, hospital

1. Introduction

One of the elements of general welfare of national goals is the realization of optimal levels of health. Therefore, quality health services will become one of the basic needs required by everyone. In improving quality and patient safety, there are risks that must be overcome to get the desired results, for this reason hospitals need to carry out risk management. Risk management is closely related to the implementation of patient safety and worker safety in hospitals and has an impact on achieving hospital quality. [1]

Risk management is a preventive effort for a company, especially one operating in the service sector, which is very vulnerable to errors and complaints. For this reason, it is

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necessary to first map the risks that occur according to the work units within it. By doing this, carrying out risk management is expected to minimize the number of accidents or errors for patients, visitors or health workers in the hospital. [2] Apart from that, patient safety is a top priority that must be implemented by hospitals, because it is closely related to both the hospital's image and patient safety. In an effort to achieve high quality of care, hospitals must prioritize initiatives to reduce medical errors, care-related infections, and other complications that occur during care. [3]

In the context of hospital quality management, patient safety and risk management are crucial aspects that need to be considered. Hospitals have a responsibility to provide quality health services that prioritize patient safety, and this can be achieved through effective risk management strategies. This literature review aims to explore various factors that influence patient safety and risk management in hospitals, with a focus on patient safety management in the context of hospital quality management. This review will examine the importance of risk management, effective communication, knowledge and attitudes, and other strategies to improve patient safety and minimize risk.

2. Materials and Methods

This research is a literature review based on sources from Google Scholar with the search keyword "Risk Management and Patient Safety to Improve Hospital Quality Management." A total of five articles were identified and used in this research. Articles used in the literature review are limited to 2019-2023.

3. Results and Discussion

3.1 Results

Writer	Title	Results
Rani Umina and Vetty Yulianty Permanasari (2023)	Risk Management Analysis of Patient Falls in the Inpatient Installation of RSIA XYZ, East Jakarta	The results of this research show that the factors that are high priority potential failure modes in the risk management of patient falls at the RSIA Factors in the variable process include inconsistent patient documentation and supervision. Causes of failure modes include suboptimal follow-up, busy nurse working hours, nurses' ignorance of procedures, and inadequate patient mobilization policies.
Khansa Maghfira Djatnika, Septo Pawelas Arso, Sutopo patria Jati (2018)	Analysis of the Implementation of Risk Management in the Pharmacy Installation at RSUD "X" in Semarang	1. The implementation of risk management at the Pharmacy Installation at RSUD "X" Semarang is still not effective because there

Writer	Title	Results
		<p>are still obstacles at each stage of the risk management process which are generally caused by a lack of good communication and monitoring.</p> <p>2. Risk treatment has still not succeeded in reducing the seriousness level of several risks due to the complexity of the treatment plan regarding the time and schedule for monitoring activities.</p> <p>3. Communication is still considered to be not going well, both internally at the Pharmacy Installation and from work units towards KMKK.</p>
Sri Rezeki, Ermi Girsang, Chrismis Novalinda Ginting, Ali Napiah Nasution. (2022)	Implementation of Patient Safety Management in the Context of Improving the Quality of Services in Hospitals	<p>1) Patient safety: The aspect of marking the location and risk of patient falls has not gone well, and officers have not implemented policies and it has not become a culture for officers, however the hospital is trying to create a culture of patient safety that involves all hospital officers and staff.</p> <p>2) Facilities and infrastructure There are several facilities and infrastructure that are inadequate to support patient safety, such as quality medical equipment and sterile rooms.</p> <p>3) Monitoring and Evaluation There is a delay in receiving reports in the reporting system</p>

Writer	Title	Results
		and monitoring needs to be carried out every day to ensure timely reporting.
		4) Risk management Hospitals need to identify, analyze and find solutions to the risks that exist in health services to improve patient safety.
Ellien Christiansen Naingalon, Ni Made Yuniti, I Made Arif Adiguna (2019)	Implementation of the Internal Control System for Hospital "X" in Bali in Risk Management	To improve the quality of hospital "X" this is done using a risk management approach, through the preparation of programs based on risk identification and analysis as well as implementation, evaluation and follow-up based on risk management in a comprehensive and coordinated manner across all service units and management areas.
Hilda Hijrianti, Ida Faridah, AYG Wibisno (2023)	The Influence of Nurses' Level of Knowledge, Attitudes and Application of Patient Safety on Fall Risk.	This research uses univariate and bivariate analysis. From the results of the intervention on respondents, it was found that the average value of the pre-test and post-test in research on the influence of the level of knowledge, attitudes and application of nurses regarding patient safety on the risk of falls, it can be concluded that the value (p-Value $0.230 > 0.05$). Shows that there is no significant influence of the level of knowledge and application regarding patient safety on the risk of falls. And value (p-Value $0.000 < 0.05$). Shows that there is a significant influence of the influence of nurses' attitudes on fall risk events.

3.2 Synthesis Results

This research focuses on three aspects of risk management and patient safety to improve hospital quality management, namely:

- Implementation of risk management and patient safety in hospital quality based on effective communication aspects
- Implementation of risk management and patient safety in hospital quality based on knowledge and attitude aspects
- The application of risk management and patient safety in hospital quality is based on other strategies to improve hospital quality

3.3 Discussion

3.3.1 Implementation of risk management and patient safety in hospital quality based on effective communication aspects

Sri Rezeky's research shows that effective communication is very important to ensure clear and open communication between all members of the health team. This can be done through regular meetings, group discussions, or electronic communication to share information about risk and patient safety. Communication is carried out to ensure that the information provided to patients and families is also conveyed in a way that is clear and easy to understand. Effective communication with patients and families can help reduce the risk of errors in care and increase understanding of what actions need to be taken. Meanwhile, in the research of Khansa Djantrika, et al. It was found that communication was carried out internally and externally, internal communication was carried out in the form of monthly meetings which were sometimes not held routinely, while external communication was carried out between the pharmaceutical installation and the hospital risk management PJ in the form of evaluation meetings and routine reports. However, this has not been implemented well so it can lead to risks that could occur and solutions have not been found if a problem is faced.[4]

Therefore, implementing risk management and patient safety, effective communication also involves reporting incidents or occurrences that have the potential to endanger patient safety. Hospitals need to have a reporting system that is easy to access and reliable, and ensures that these reports are followed up quickly and appropriately. By having effective communication, for example good communication between doctors, nurses and pharmacists, it can help ensure that information about medicines given to patients is accurate and appropriate, so that the implementation of risk management and patient safety can improve the quality of service and reduce the risk of errors. can harm the patient.

3.3.2 Implementation of risk management and patient safety in hospital quality based on knowledge and attitude aspects

Sri Rezeky's research shows that attitudes lie in the commitment and support of hospital leaders in implementing patient safety. Hospital leaders have knowledge about patient safety, initiate patient safety movements, and support patient safety implementation. And the knowledge of the Royal Prima Medan General Hospital has implemented integrated Clinical Risk Management (MRK), including facility risk management and hospital security. This is done by identifying, analyzing and finding solutions to existing risks.[3] Royal Prima Medan General Hospital also carries out outreach to all employees regarding risk management and patient safety. This socialization aims to increase the knowledge and

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understanding of all medical and non-medical personnel regarding risks and patient safety. So that medical and non-medical personnel can have the ability to identify risks, implement preventive measures, and report incidents or occurrences that have the potential to endanger patients.

Therefore, hospitals can do this by establishing a special team responsible for risk management and patient safety, as well as providing a reporting system that is easily accessible and reliable.

3.3.3 The application of risk management and patient safety in hospital quality is based on other strategies to improve hospital quality

From these five articles it can be concluded that improving hospital quality is based on other strategies, namely; Implementation of policies and procedures where hospitals can develop clear policies and procedures related to risk management and patient safety. This includes infection prevention policies, safe use of medications, correct patient identification, and effective communication between medical teams; Using information technology, hospitals can utilize information technology to improve hospital quality in risk management and patient safety. For example, the use of an integrated risk management information system, the use of barcodes on drugs and patients, and the use of an electronic incident reporting system; Audit and evaluation in each hospital can carry out regular audits and evaluations of the implementation of risk management and patient safety to identify weaknesses or areas that need to be improved, as well as ensuring that the established policies and procedures are carried out properly.

Therefore, by implementing clear policies and procedures, utilizing information technology and conducting regular audits and evaluations, every hospital can improve quality management.

Conclusions

Risk management and patient safety depend heavily on effective communication, knowledge and good attitudes from all parties involved in the hospital. Accurate and consistent implementation of policies and procedures is an important foundation, and the use of information technology can facilitate risk reporting and analysis. Audits and evaluations need to be carried out to ensure the effectiveness of actions provided by medical and non-medical personnel in accordance with procedures. Patient safety is guaranteed through the integration of all these aspects into comprehensive and sustainable risk management.

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Conflicts of Interest

The authors declare no conflict of interest.

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