

Analysis Of Factors Influencing Patient Safety Incidents At Royal Prima Medan General Hospital In 2021

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Abstract.

Incident safety patients must be minimized to avoid undesirable danger during maintenance in the hospital. Perception of health workers reporting patient safety incidents at the Royal Prima Medan General Hospital still needs to be higher. Low perception of health workers in writing incident Patient safety is related to individual and organizational factors. The study aims to identify the influence factor on patients' personal and corporate incident safety in the inpatient room of royal prima hospital medan. The type of research used is a method survey with a cross-sectional approach. The population in the study of health workers at the Royal Prima General Hospital in Medan was 259 people, and the sample was 119. Collection data with primary, secondary, and tertiary data was analyzed with multiple logistic regression statistical tests with a level of trust of 95%. Results study show bring individual factors (knowledge with p-value = 0.021 and experience with p-value=0.021) effect-on-patient safety incident reporting and organizational factors (organizational environment with p-value = 0.038 and power with p-value=0.014) effect on reporting incident safety patient, individual characteristics (motivation with p-value = 0.557) have no impact on writing incident safety patient And factor organization (organizational culture with p-value =0.535) has no effect to reporting incident patient safety and most influence reporting incident patient safety in Royal Prima General Hospital Medan is a knowledge variable (OR=155.6). They are recommended for a hospital for-develop system information integration related to writing incident patient safety and officer health to increase the perception of officer health through improvement, knowledge, and experience of officer health.

Keywords: Patient Safety, Incidents and Hospital Management.

I. INTRODUCTION

Many countries have recognized patient safety, with global awareness fostered by WHO's World Alliance for Patient Safety (WHO, 2008). One of the fundamental requirements for adopting a new approach is a clear articulation of the premises and their manifestations. Many experts have described the patient safety components and presented models (Purwaningsih et al., 2022). Patient safety describes a system of providing care to patients in the sense of protecting and guaranteeing the provision of care to patients, which includes effect analysis, recognition and management of patients, reporting and review of events, mastery in analyzing an event, and making decisions and solving problems to reduce the emergence of impacts and preventing the emergence of disabilities due to medical personnel errors in practice or not carrying out procedures that should be carried out (Kemenkes RI, 2017). A patient safety incident is a situation that creates an unwanted hazard for the patient during the nursing process. Patient safety incidents must be minimized to avoid unwanted dangers during hospital care (Agustian, 2020). Efforts to improve patient safety have become a global movement since the existence of two publications originating from the Institute of Medicine (IOM) in 1999 and the UK Government's Chief Medical Officer in 2001; since the report in 2003, America (Missouri) formed the Missouri commission for safety patients who propose the formation of a Patient Safety Organization (PSO) which is engaged in advocacy for improving patient safety (PSOs, 2020). In 2004, WHO (World Health Organization) launched a patient safety program to coordinate, disseminate, and accelerate improvements in patient safety worldwide (WHO, 2008).

Since 2017, the Ministry of the Republic of Indonesia has required all health service facilities to provide patient-focused services with the primary goal of patient safety. Every health facility is required to report patient safety incidents to the National Patient Safety Committee (Agustian, 2020). According to the

2015 National Hospital Patient Safety Committee, incident types are divided into five: Potential Injury Events, Nearly Injury Events, Non-Injury Events, Unexpected Events, and Sentinel Events (Kemenkes RI, 2016). Patients must get safe services by getting treatment from hospital health workers to avoid unwanted events in patients. In this case, it refers to events that occur unintentionally or potential conditions that can lead to preventable disabilities, including Potential Injury Conditions, Nearly Injury Events, Non-Injury Events, and Unexpected Event Events. Potential Injury Conditions is a condition that can cause disability but has not yet occurred, such as ventilator damage (Paramita et al., 2020). Sentinel describes an unwanted condition that results in death or severe disability to a patient, such as an inappropriate leg amputation. Every incident that occurs in the hospital must be reported to avoid losses during hospitalization (Kemenkes RI, 2011).

The higher the number of patient safety incidents in a health service-providing facility, the lower the accountability for the benefit of the health service-providing facility. According to Herzberg's theory, factors that influence motivation consist of two factors, namely the first factor, namely motivator factors, including responsibility, recognition, achievement, progress, and the work itself. The second factor is hygiene, which includes policies, working conditions, salary, interpersonal relations, and supervision. The existence of motivation in nurses can make nurses do nursing well and prioritize patient safety (Alrawahi et al., 2020). As one of the organizations providing health facilities, the hospital is part of the health resources that are indispensable in supporting the implementation of patient safety program efforts. Therefore, a safe system is needed to avoid the risk of errors occurring in the application of health technology. Hospital patient safety is a system where hospitals make patient care safer. The results of research at hospitals in Utah and Colorado, as well as New York, stated that in Utah and Colorado found Adverse Events of 2.9%, of which 6.6% died. Meanwhile, in New York, Unforeseen Events were 3.7%, with a mortality rate of 13.6%. WHO publication in 2004 in various countries, America, England, Denmark, and Australia, found Unexpected Events with a range of $3.2 \pm 16.6\%$. The IOM report concluded four main points: a) The problem of accidental injury is severe, b) The cause is not individual carelessness but a system error, c) Service systems need to be redesigned, and d) Patient safety must be a national priority (Carstens et al., 2009). Hospital management is expected to carry out special programs such as giving rewards/awards, which can be in the form of material additional points in performance appraisals carried out at the hospital. This can increase the interest, awareness, and concern of health workers, especially nurses, regarding reporting health service errors or medical errors around them.

Every report will be given feedback in the form of a review from hospital management and then submitted to health workers (Lestari et al., 2021; Suwarno et al., 2020). Emergency Departments are the three highest locations in the hospital for errors to occur alongside the Intensive Care Unit and operating theatres. Conditions in the Emergency Departments are influenced by several factors, including diagnostic uncertainty, the level of nurse knowledge and poor feedback, and the lack of continuity of care in the Emergency Department (Chan et al., 2012). Data in Indonesia regarding patient safety by province in 2007 there were 37.9% in Jakarta, Central Java Province with a frequency of 15.9%, Yogyakarta Special Region with a frequency of 13.8%, East Java with a frequency of 11.7%, Aceh with 10.7%, South Sumatra with a frequency of 6.9%, West Java with a frequency of 6.9%, Bali with a frequency of 1.4% and South Sulawesi with a frequency of 0.7%. WHO revealed that 1 in 10 patients in developing countries, including Indonesia suffered an injury while undergoing treatment at the hospital (Tampubolon, 2018). Incident Any deviation from usual medical care that causes an injury to the patient or poses a risk of harm. Includes errors, preventable adverse events, and hazards (World Health Organization, 2021). Because there is still a negative response from the community towards hospitals, it will make nurses and doctors afraid to report errors that occur when carrying out medical procedures. Government and private hospitals that provide health services produce different assessments from the community. In this study, we wanted to determine whether the nurses' service at private hospitals was better than government public hospitals. Also, the physical condition includes cleanliness, provision of utilities, and availability of medicines. So, this study wanted to determine what factors most influenced patient safety incidents at Royal Prima Medan General Hospital.

II. METHODS

This study was designed using a survey method with a cross-sectional approach to explore the analysis of factors that influence patient safety incidents at the Royal Prima Medan Hospital from January to December 2021. The population in the study of health workers at the Royal Prima Medan. The General Hospital has 259 employees from January to December 2021. The sample for this study used the probability random sampling method with the simple random sampling technique. In this method, the number of sample research objects used is randomly selected where the population elements have the same opportunity (Sugiyono, 2019).

The power analysis method determines the sample size in this study. The object of research refers to a portion of the population used as the object of research. The research sample chosen in this study was 119 health workers at the Royal Prima Medan General Hospital from January to December 2021. Large samples are expected to produce significant results. The inclusion criteria for this study referred to health workers at Royal Prima Medan General Hospital. In contrast, the exclusion criteria were health workers with active status at Royal Prima Medan General Hospital. The measurement method assesses the influence of work unit and organizational factors as independent variables, while the dependent variable is patient safety incidents. RSU Royal Prima Medan in January-December 2021. research. Second, library references and related literature are also used to support this research.

III. RESULT AND DISCUSSION

Royal Prima Hospital is one of the largest private hospitals in Medan. It will become a referral center for the community, especially the City of Medan and the people of North Sumatra. A proud moment, on May 17, 2011, Deputy Minister of National Education of the Republic of Indonesia, Prof. Dr. Fasli Jalal, Ph.D., laid the groundwork for the construction of the Royal Prima Hospital. On February 14, 2013, the Head of the North Sumatra Provincial Health Office issued a Temporary Operational Permit to the Royal Prima Medan Hospital No. 440.442/1641/II/TAHUN 2014. On 16 February 2014, Royal Prima Hospital was inaugurated by the Deputy Governor of North Sumatra Province, Mr. Ir. H. Tengku Erry Nuradi, M. Si, with a Permanent Operational Permit from the North Sumatra a Provincial Health Office signed by the Head of the North Sumatra Provincial Health Office, dr. Siti Hatati Surjantini, M. Kes. Research variables are everything that will become the object of research observation (Suwarno & Nugroho, 2023).

So, for this study, the research variables carried out using univariate analysis were work units & organizational factors, health workers, knowledge, experience, motivation, organizational environment, and organizational culture. Based on Table 1, it can be explained that the distribution of work units at Royal Prima Hospital in 2021 is in a suitable category. Of the five work units that did well, 64% and 36% were perfect. Based on Table 2, it can be explained that the distribution of perceptions of health workers about the safety culture at Royal Prima Hospital in 2021 is in a suitable category. Of the several health workers who agreed, 65% and 29% were perfect. However, some still argue that the definition of the patient safety index is unclear, complicated, requires precision, and takes a long time to fill out forms. It is challenging to obtain reporting forms.

Table 1. Work unit at the General Hospitals Royal Prima Medan

No	Work Unit		Conditions			
			Good		Very Good	
		Total	F	%	F	%
1	Building A	20	5	25%	15	75%
2	Building B	20	16	8%	4	2%
3	HCU	20	18	9%	2	1%
4	ICU	20	14	7%	6	3%
5	Neonate s	20	11	55%	9	45%
	Total	100	64	64%	36	36%

Table 2. Perception Levels of Health Officers about the safety culture

Profession		Agree					
		No	%	Yes	%	Strong	%
Medical	Doctor	-	-	15	6%	10	4%
	Nurse	1	4%	13	52%	11	44%
Nurse	Medical	3	8%	21	84%	1	4%
	No Medical	2	12%	16	64%	7	28%
Total		6	6%	65	65%	29	29%

Table 3. Motivation to Implementing Health

No	Question	Answer			
		No Strong	Neutral	Strong	Very Strong
1	When reporting a patient safety incident, I feel protected by the organization.	-	30	70	-
2	Giving <i>rewards</i> (training, seminar, workshops) motivated me to report patient safety incidents.	-	13	70	17
3	The facilities owned by the hospital are enough to help me avoid patient safety incidents.	-	-	80	20
4	The Hospital Patient Safety Committee Team should assist health workers with errors resulting in patient safety incidents.	-	-	85	15
5	Fair and wise leadership makes officers not reluctant to report patient safety incidents.	-	-	75	25
6	I get support from my supervisor when I report a patient safety incident.	-	20	80	-
7	The health officer made a mistake guaranteeing a well-protected organization by existing regulations	5	15	70	10
8	I will carry out my duties to the best of my ability and try to avoid patient safety incidents as much as possible.	-	-	20	80
9	My supervisor provides feedback to avoid repeat patient safety incidents	3	7	90	-
10	The head of the room conducts an investigation/investigation if there is a safety incident, so I had to be careful in carrying out the provision of care.	-	-	64	36
11	The Hospital Patient Safety Committee imposes sanctions on rooms that cause the most incidents in patients.	-	77	23	-

Table 4. Categories of Motivation of Health Workers Executing

Motivation Category	F	%
1 Good	85	85%
2 Not good	15	15%
Total	100	100.0

Based on Table 4, it was found that the category of motivation for the implementing health workers at Royal Prima Medan General Hospital was mainly good, with as many as 85 people (85%). The good reason was primarily found in nurses aged 26-30, female gender, and education. This shows that the willingness of health workers to report incidents is in a suitable category. It can be seen that the majority of respondents who answered frequently to the questionnaire supported reporting incidents related to patient safety, as many as 85 people (85%). This shows that the organizational environment at Royal Prima Medan General Hospital tends to prioritize cooperation in providing care. It can be seen that most of those who answered strongly agreed in our questionnaire discussed steps that could be taken to prevent patient safety incidents from recurring, as many as 89 people (89%). This shows that the culture of collaboration between health workers at the Royal Prima Medan General Hospital is well established to be solved.

Table 5. Organizational Environment Distribution

No	Question	Answer		
		Agree	Approximately	Disagree
1	Colleagues support reporting if an incident occurs related to patient safety	85	10	5
2	The head of the room continues to trust the staff even though the staff has made mistakes that could potentially harm the patient	82	18	-
3	Colleagues provide support when nurses make mistakes that are potentially harmful to patients	88	12	-

4	The Hospital Patient Safety Committee provides comfort to nurses who make mistakes regarding reporting patient safety incidents	25	65	10
5	The Hospital Patient Safety Committee provides severe sanctions when nurses make mistakes regarding incident reporting.	15	85	-
6	The nursing supervisor often checks every room to minimize incidents	70	25	5
7	The hospital leadership gave the nurse who made a mistake causing the incident a warning	70	30	-
8	The hospital develops incident prevention training to prevent incidents from occurring	75	25	-
9	Colleagues try to cover up if an incident occurs in the inpatient room.	-	35	65
10	The hospital provides facilities according to the needs of the room.	85	15	-

Based on Table 5, it can be seen that the majority of respondents who frequently answered the questionnaire supported reporting incidents related to patient safety, as many as 85 people (85%). This shows that the organizational environment at Royal Prima Medan General Hospital tends to prioritize cooperation in providing care.

Table 6. Organizational Culture to Health Workers

No	Question	Answer		
		Don't Agree	Agree	Strong Agree
1	My boss gives praise when he sees work done according to patient safety procedures.	-	73	27
2	My supervisor seriously considers suggestions from nurses regarding improving patient safety.	-	51	49
3	Whenever there is pressure from the top, my boss wants us to work faster.	26	54	20
4	We, in a manner, actively do enhancement of quality patient safety.	-	67	33
5	Patient safety incidents that occur are used as triggers for changes in a better direction.	-	58	42
6	After we make changes to improve patient safety, we evaluate their effectiveness.	-	23	77
7	We were given feedback about the changes based on a patient safety incident report by the room's head.	-	64	36
8	The head of the room informed us about the mistakes that occurred in this room, regardless of the type of mistake.	-	28	72
9	We discuss steps that can be taken to prevent patient safety incidents from happening again.	-	11	89
10	When an incident is reported, it feels like writing down one's disgrace	68	22	10
11	Adequate staffing and staffing to carry out all existing tasks by the level of competency needs and workload	-	79	21

Based on Table 6, it can be seen that most of those who answered strongly agreed with our questionnaire discussed steps that could be taken to prevent patient safety incidents from recurring as many as 89 people (89%). This shows that the culture of collaboration between health workers at the Royal Prima Medan General Hospital is well established, where good cooperation will make work easier and find solutions when problems are to be solved. Based on Table 7, it can be seen that most of the respondents who answered frequently to the hospital questionnaire provided facilities according to their needs.

This shows that the Hospital is responsible for every facility in every room. Bivariate analysis was used to see the relationship between work unit factors, knowledge, experience, health workers, and motivation) Moreover, organization (organizational culture, organizational environment, and power) with health workers' perceptions in reporting patient safety incidents in the inpatient room of Royal Prima Medan General Hospital with chi test analysis. Square on the significance limit of the p-value statistical calculation (0.05) (Ghozali, 2018).

Table 7. The most dominant factors in patient safety incidents.

No	Question	Answer		
		Agree	Approximately	Disagree
1	The Hospital Patient Safety Committee provides comfort to nurses who make mistakes regarding reporting patient safety incidents	36	53	11
2	The Hospital Patient Safety Committee gives severe sanctions when nurses make mistakes related to reporting patient safety incidents	38	40	22
3	The nursing supervisor often checks every room to minimize incidents	33	53	14
4	The hospital leadership warns health workers who make mistakes that cause incidents.	23	47	30
5	The hospital develops incident prevention training to prevent incidents from occurring	35	45	20

6	Colleagues try to cover up if an incident occurs inpatient's room	24	61	15
7	Hospitals give facilities by room needs	48	40	12

Table 8. Relations of Work Units in Patient Safety Incidents in the Inpatient Room

No	Work Unit	Patient Safety Incidents in the Inpatient Room						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	33	51.5	33	51.5	66	100	0.0001
2	Not Good	17	5	17	5	34	100	

Based on Table 8, it can be seen that of the 66 people with good work unit factors, 33 people (51.5%) had good patient safety incidents, and 17 people (5%) reported harmful patient safety incidents. Based on the chi-square test, the $p\text{-value} = 0.000 < \alpha = 0.05$ means that H_0 is rejected, meaning there is a relationship between work unit factors influencing patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 9. Relationship to Experience Factors in Reporting Patient Safety Incidents

No	Experience	Reporting Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	62	75.7	11	24.4	73	100	0.0001
2	Not Good	18	95.3	9	4.5	27	100	

Table 9 shows that of the 73 people with good experience reporting patient safety incidents, 62 (75.7%) said good patient safety incidents and 11 (24.4%) reported harmful patient safety incidents. Based on the chi-square test, the $p\text{-value} = 0.00 < \alpha = 0.05$ means that H_0 is rejected, meaning there is a relationship between experience reporting patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 10. Relationship of Knowledge Factor to Reporting Patient Safety Incidents

No	Knowledge	Reporting Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	62	75.7	11	24.4	73	100	0.0001
2	Not Good	18	95.3	9	4.5	27	100	

Table 10 shows that of the 73 people with good experience reporting patient safety incidents, 62 (75.7%) said good patient safety incidents, and 11 (24.4%) reported harmful patient safety incidents. Based on the chi-square test, the $p\text{-value} = 0.00 < \alpha = 0.05$ means that H_0 is rejected, meaning there is a relationship between experience reporting patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 11. Relationship of Motivation to Reporting Patient Safety Incidents

No	Motivation	Reporting Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	41	59.8	27	48.2	68	100	0.0001
2	Not Good	7	21.9	25	78.1	32	100	

Based on Table 11, it can be seen that of the 68 people with good motivation, 41 people (59,8%) reported patient safety incidents well, and the perception of reporting patient safety incidents that were not good 27 people (48,2%). Based on the chi-square test, the $p\text{-value} = 0.012 \leq 0.05$ means the H_0 is rejected, meaning there is a relationship between motivation and reporting of patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 12. Relationship of Organizational Culture to Patient Safety Incidents

No	Organizational Culture	Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	39	88.9	20	11.1	59	100	0.0001
2	Not Good	21	23.6	20	19.2	41	100	

Table 12 shows that of the 41 people with lousy motivation, 21 (23.6%) reported good patient safety incidents, and 20 (19.2%) reported poor patient safety incident reporting perceptions. Based on the chi-square test, the p-value = 0.000 $\alpha = 0.05$ means that Ho is rejected, meaning there is a relationship between motivation and patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 13. Relations between Environmental Organizations to Patient Safety Incidents

No	Environmental Organizations	Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	45	77.8	20	22.2	65	100	0.0001
2	Not Good	25	96.7	10	3.3	35	100	

Based on Table 13, it can be seen that of the 65 people with an excellent organizational environment, 45 people (77.8%) had good perceptions of patient safety incidents, and 25 people (96.7%) had a wrong perception of patient safety incidents. Based on the chi-square test, the p-value = 0.000 $\alpha = 0.05$ means that Ho is rejected, meaning that there is a relationship between the organizational environment and the perception of health workers towards patient safety incidents at Royal Prima Medan General Hospital 2021.

Table 14. Relationship of Strength Health Workers' Perceptions of Patient Safety Incidents

No	Strength Health Workers	Perceptions of Patient Safety Incidents						P-Value
		Good		No Good		Total		
		F	%	F	%	F	%	
1	Good	59	79.1	9	20.9	68	100	0.0001
2	Not Good	2	4.4	30	95.6	32	100	

Table 14 shows that of the 32 people with poor organizational strength, two nurses' perceptions of reporting patient safety incidents well (4.4%) and 59 nurses' perceptions of reporting patient safety incidents well (79.1%). Based on the chi-square test, the p-value = 0.000 $\alpha = 0.05$ was obtained. Ho is rejected, meaning there is a strong relationship with health workers' perception of patient safety incidents at Geeneral Hospital Royal Prima Medan 2021. Multivariate analysis determines the effect of independent variables, namely, the influence of work unit and organizational factors on the dependent variable, namely Patient Safety Incidents at Royal Prima Medan General Hospital, and knowing the dominant influencing variables. If the bivariate results produce a p-value <math>< 0.25</math>, the variable will enter the multivariate stage immediately. Independent variables whose bivariate results make a p-value > 0.25 but are substantially important these variables can be included in the multivariate model (Ghozali, 2018).

Table 15. Analysis Bivariate Between Individual Factors and Organizational on Patient Safety Incidents

Independent Variable		Mark	B	p-Value	Or 95% CI for Exp (B)	
					Lower	Upper
1	Knowledge	4.391	0.055	80.681	0.917	7095983
2	Experience	3.254	0.098	25.897	0.546	1227.304
3	Motivation	1.149	0.557	3.154	0.068	145.204
4	Organizational culture	1.455	0.415	4.285	0.129	142,251
5	Organizational Environment	3.226	0.101	25.171	0.534	1186607
6	Organizational Strength	3.409	0.046	30.240	1.070	854.592
	Constant	-23.820	0.008	0.000		

Multivariate tests in the first stage using multiple logistic regression with the enter method obtained that the independent variable is the influence of work unit and organizational factors. In this case, the motivational variable was aborted because the probability value was the greatest among the others. Then what did not affect the dependent variable was the patient safety incident at the Royal Prima Medan General Hospital with a significance value > 0.05, and the organizational factor (strength) affected the dependent variable, namely the incident patient safety at the Royal Prima Medan General Hospital with a significance value of <math>< 0.05</math>.

Table 16. Bivariate Analysis Between Individual Factors and Organizational on Patient Safety Incidents.

Independent Variable		Mark	B	p-Value	Or 95% CI for Exp (B)	
					Lower	Upper
1	Knowledge	4.618	0.043	101257	1.165	8797.132

2	Experience	3.530	0.068	34.107	0.771	1509617
3	Organizational culture	0.943	0.535	2.680	0.130	50.638
4	Organizational Environment	3.444	0.077	31.300	0.687	1426761
5	Organizational Strength	3.281	0.051	26.611	0.988	716.724
	<i>Constant</i>	-22.390	0.006	0.000		

From the results of the multivariate test in the second stage using multiple logistic regression with the enter method, it was found that the independent variables, namely the influence of work unit and organizational factors (culture, environment, and strengths), did not affect the dependent variable, patient safety incidents at Royal Prima Medan General Hospital with a value significance > 0.05 and individual factors (knowledge) influence the dependent variable, namely patient safety incidents at the Royal Prima Medan General Hospital with a significance value of < 0.05 . In the table above, the variable that is aborted is organizational culture. This is because the probability value of organizational culture is the greatest compared to other variables.

The multiple linear regression analysis results showed that the most dominant variable influencing patient safety incidents at Royal Prima Medan Hospital was the knowledge variable, namely the regression coefficient OR 155.6 (95% CI = 2.159-11213.011). This shows that these variables significantly affect the factors that influence patient safety incidents at the Royal Prima Medan General Hospital. The positive value of the knowledge variable indicates that this variable has a unidirectional (positive) relationship with patient safety incidents at the Royal Prima Medan General Hospital. Theoretically, it can be interpreted that patient safety incidents are significantly reduced if knowledge is increased. Then based on the model summary table, the coefficient R Square = 0.931 is obtained, meaning that individual factor variables (knowledge and experience) and organizational factors (environment and strengths) used in the study have explained the diversity of patient data. The safety incident variable at the Royal Prima Medan General Hospital was 93.1%, while other variables outside the Research Model explained the remaining 6.9%.

IV. CONCLUSION

The conclusions in this study work unit factors influence patient safety incidents at the Royal Prima Medan Hospital with a presentation of 51.1%. The knowledge factor influences patient safety incidents at RSU Royal Prima Medan with a presentation of 75.7%. Experience factors influence patient safety incidents with a presentation of 75.7%. The Organizational and power environmental factors influence patient safety incidents at the Royal Prima Medan Hospital. Moreover, The motivational factors do not affect patient safety incidents at the Royal Prima Medan Hospital, with a percentage value of 48.2%. The organizational factors (organizational culture) have no effect on patient safety incidents at the Royal Prima Medan Hospital, with a presentation of 22.2%. Furthermore, the most dominant variable influencing the reporting of patient safety incidents at Royal Prima Medan Hospital is the knowledge variable, namely the regression coefficient OR 155.6 (95% CI = 2.159-11213.011).

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