

## **THE EFFECTIVENESS OF THE IMPLEMENTATION OF PATIENT SAFETY TARGETS (SKP) REGARDING CORRECTLY IDENTIFYING PATIENTS AT KLUNGKUNG AREA GENERAL HOSPITALS**

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### **ABSTRACT**

Patient safety is an important thing in the handling of patients by medical personnel in carrying out treatment, it has a very important element so that the government has established various laws and regulations relating to health in Indonesia, one of which is regarding Patient Safety Targets (SKP) which are divided into points. -points regarding targets that must be carried out by medical personnel in carrying out actions in treating patients. The aim of this study is to find out and analyze the effectiveness of implementing Patient Safety Targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital as well as knowing and analyzing related facts -Inhibiting factors in implementing Patient Safety Targets (SKP) regarding accurate patient identification at the Klungkung Regional General Hospital. The research method used in this research is an empirical legal research method with data collection techniques, namely document study techniques and interview techniques. The results of the study show that the effectiveness of implementing Patient Safety Targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital has not been achieved optimally. This is due to several inhibiting factors, namely the first is that the room conditions are not conducive, the room situation is sometimes too busy, this causes medical officers to have to serve patients quickly, with the number of patients not being comparable to the number of officers, secondly there is an assumption regarding the accuracy of the patient's identity, what is meant in this case is that medical officers are said to feel that they already know the patient's identity, because they have been treated or met. patient for a certain period of time or repeatedly in the same room so that this assumption arises. The third monitoring factor explained in its implementation is the absence of assessment/supervision of procedures for implementing accurate patient identification, so that officers are often negligent or do not get used to identifying patients correctly.

**Keywords:** Effectiveness, Identifying, Patients Safety Goals

## **INTRODUCTION**

### **Background of the problem**

The development of a nation is something that every country tries to do, in that Development, all things are very concerned because what is understood in a Development is not focusing on one particular thing but paying attention to all aspects arranged in the country ranging from education, economy, defense, socio-culture, health and all other things, one of these aspects is about building a more health system Well, because starting from a country whose population is healthy will be able to jointly use energy and mind to issue ideas in doing a better development than before.

The needs of every living thing are health, from the existence of human health can carry out their activities as social beings to interact in terms of carrying out educational activities, doing work to meet the needs of life and various other social activities. Health is a state of well-being of the body, soul, body and spirit that must be maintained and considered because it is an important element in living daily life, so it is important for a nation to pay attention to the degree of health of each of its citizens because this will affect the personal development of citizens to the nation. Health is something that is desired and expected by everyone in carrying out their activities because the basis of people can tie every activity in their lives, of course, they must have a healthy and good body and mentality, because it has an important role in life, health aspects are important things to make special rules and get special attention. In the international world, health aspects have become things that continue to be studied and considered because many things can affect human health (Lee et al., 2024). In Indonesia, the health aspect receives special attention from the government, this is because it is scientifically important, regarding the fulfillment of health for every citizen regulated in the State Constitution, which is regulated and explained in Article 28H of the Constitution of the Republic of Indonesia Year 1945 (hereinafter referred to as the 1945 NRI Constitution), which stipulates "that everyone has the right to live a prosperous life outwardly and mentally, Live and get a good and healthy living environment and have the right to get health services." Based on the provisions of the article, it can be noted that everyone in carrying out their activities is guaranteed by the constitution, one of which regarding health aspects is about obtaining health services, in addition to being regulated in the constitution regarding health, rules are made in the form of another legislation, namely Law Number 17 of 2023 concerning Health (hereinafter referred to as the Health Law). The Health Law enacted on August 8, 2023 is a combination of several repealed laws, which used to regulate health aspects in Indonesia such as hospitals, health workers to infectious disease outbreaks, so that the Health Law is the latest pioneer in enforcing health laws in Indonesia, this proves that the state through the executive and legislative governments pays attention to health in Indonesia in the provision of health services that decent and good.

Health must be a concern in the formation of a nation because from the existence of good health helps form healthy citizens physically and spiritually, discussing health can be understood as a human right so that in its realization it must be carried out responsibly as stipulated in the 1945 NRI Constitution, in practice every action or activity to make an improvement to health must be carried out With the principle of non-discrimination, protection and certainly must be sustainable. Health in everyday life must indeed be maintained and considered, this can be started from choosing food, doing exercise and getting enough sleep is general advice for experts in the field of health to keep the body healthy, but at any time there is a body condition that is

not healthy so medical assistance is needed in recovery, besides that sometimes there is also an event that causes the body to be injured or needs special handling by energy Medical professionals, in this case it is also a guarantee given by the constitution that everyone is guaranteed to receive health services, what is meant is guaranteed is the existence of facilities that are assisted by the government for people who need medical assistance so that they must go to the nearest hospital or doctor, one of which is through BPJS Health, in addition to this guarantee the government must also guarantee in receiving health services at every home illness must be done properly and correctly in accordance with the provisions of applicable laws and regulations and SOPs from each hospital because this will affect patient safety so as not to cause mishandling to cause bad things to happen to patients, so safety is an important thing to pay attention to.

Safety is a matter of concern when there is a patient handling so that it becomes a global issue and also becomes a thing that is often considered in hospitals, in its explanation of safety this can be divided into five important issues, namely patient safety, worker safety or health workers, hospital building safety, equipment safety and environmental safety, These issues are things that are often discussed and considered by the government and related parties because to create a patient safety, other things must also certainly be under supervision and attention because without capable health workers, good buildings and adequate equipment and environments that support patient safety cannot be realized properly and appropriately, However, it must be admitted that in practice there are still discrepancies between these issues that will cause inequality in a hospital, but even so it is not an obstacle in hospitals that are the front line of helping someone who needs medical help must remain optimal in maximizing the energy and equipment available to save patients.

The hospital is one of the places that conducts risk assessment, identification and management of matters related to patient risk, incident reporting and analysis, the ability to learn from incidents and their follow-up and the implementation of solutions to minimize risk and prevent injuries caused by mistakes due to carrying out an action or not taking action that should be taken. Hospital patient safety is a system where hospitals make patient care safer (Lee, 2024). The system includes risk assessment, identification and management of matters related to patient risk, incident reporting and analysis, the ability to learn from incidents and their follow-up and implementation of solutions to minimize the emergence of risks. The system is expected to prevent injuries caused by mistakes due to carrying out an action or not taking actions that should be done (Lie et al., 2024). In realizing a nation's health, various supporting parties are needed, in this case the Government, the community to health workers, in carrying out public health recovery will visit the hospital to get good care in order to recover and carry out activities as before, but in the healing process there must be a standard set by the service of health workers or hospitals so that errors do not occur in Handling patients, so that not only about healing is the main thing but the process also affects the realization of a patient's recovery so that patient safety is something that must also be considered by health workers in carrying out their duties.

Services that have an important role in people's lives, one of which is the Hospital (Omland, 2030). The hospital is a very complex place where there are various kinds of drugs, tests and procedures, many tools with technology, various types of professionals and non-professionals who are ready to provide patient service 24 hours continuously (Fadlalla, 2018). The diversity and routine of these services if not managed properly can create opportunities for service errors that

can result in patient safety (Woolf, 2004). It cannot be separated from the influence of the increasing development of information technology which currently makes it easy for the public to get various information, including information about health matters, so that public knowledge about health is increasing. Increasing public knowledge about health requires health service providers to provide better and more satisfying health services (Organization, 2018). So many hospitals are competing how to win the competition by providing a sense of satisfaction to customers or patients (Chang et al., 2013).

Based on the objectives of hospital services as stated in the Health Law, it is explained that the implementation of hospitals must facilitate public access to health services, provide protection for the safety of patients, the community, the hospital environment and human resources in hospitals, improve the quality and maintain hospital service standards, and provide legal certainty to patients, the community, hospital human resources and hospital. Configurational algorithms of patient satisfaction, participation in diagnostics, and treatment decisions' influences on hospital loyalty. Every patient in the hospital certainly needs a guarantee of safety, especially in handling his health (Redi et al., 2024). For this reason, handling standards are needed so that actions outside the standards of patient handling occur which end up endangering the lives of hospital patients (Nelson et al., 2006).

In an effort to improve health services so that there is a need for Patient Safety Standards (SKP) regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 11 of 2017 concerning Patient Safety whose purpose is to minimize the occurrence of patient safety incidents and improve a health service, patient safety targets are prepared that aim to encourage specific improvements in patient safety, Patient safety goals have six points Actions that must be carried out properly and correctly, including accuracy in identifying patients, effective communication, increasing drug safety that needs to be watched out for, ensuring the right location, patients, and procedures on the correct patients before surgery, reducing the risk of infection, and reducing the risk of patients injured due to falls. For example, the implementation of patient safety targets in hospitals, for example, in the inpatient room of the Padang Pariaman Regional General Hospital in 2018 has not been optimal and the results have not reached the expected target, In addition, there are still 136 incidents that occur related to the implementation of patient safety targets in one of the type B hospitals in the Special Region of Yogyakarta.

The survey conducted by the author, at the Regional General Hospital (RSUD) Klungkung Regency, the implementation of patient safety targets has not been optimal, especially in the accuracy of patient identification. The Quality Committee of Klungkung Regency Hospital in the 1st and 2nd quarters of 2023 reported that there were still incidents of Unexpected Events (KTD) occurring at Klungkung Regency Hospital. One of them is the incident of wrong drug administration based on the results of the committee's search, caused by lack of identification in drug administration. One of the things that must be done in properly administering drugs is the correct identification of the patient (Luokkamäki et al., 2021). This is in accordance with the first Patient Safety Target (SKP) target, which is accuracy in identifying patients (Mahargias et al., 2022). In the Patient Safety Target Guidelines used at Klungkung District Hospital, procedures that require patient identification are the administration of drugs, nutrition, blood or blood product transfusions, radiological examination procedures, sampling, patient transfer and death confirmation. Based on this, the author is interested in making empirical legal research at the

Klungkung Regional General Hospital regarding the application of the Patient Safety Target (SKP), especially regarding the accuracy of identifying patients in relation to the Minister of Health Regulation Number 11 of 2017 concerning Patient Safety. In conducting this study, the author also uses the basis of originality, Research conducted by Rospita Siregar entitled Patient and Nurse Relations: Implementation of Patient Safety Standards in her research describes the implementation of a health standard carried out by medical personnel, namely nurses with patients, besides that it also discusses standard methods of patient health, for the next research conducted by Veronica Komalawati entitled Responsibility of Doctors for Patient Safety Incidents in Health Services in Hospitals as Health Institutions which in this study discusses a responsibility given by medical personnel for incidents of errors in the application of patient safety and discusses in general about the regulation of a health standard, Based on the originality that the author<sup>1</sup> has described, there are differences in this case, the author focuses on empirical research that pays attention to the differences between Das Holen and Das Sein regarding patient safety targets, pays attention to norms and their application at Klungkung Hospital.

Based on the research that the author describes as originality has a difference with the research that the author did, in this study the author analyzed in depth using the type of empirical research that uses document study techniques and interviews regarding the effectiveness of implementing patient safety targets (SKP) focusing on one patient safety target, namely the accuracy of patient identification at the Klungkung Regional General Hospital. In addition to discussing its application, the author also analyzes the factors that are obstacles in the application of patient safety targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital, so based on this, the author made a research title, namely "**The Effectiveness of the Application of Patient Safety Targets (SKP) Regarding the Accuracy of Patient Identification at the Klungkung Regional General Hospital**"

#### **Problem Statement**

- How effective is the implementation of the Patient Safety Target (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital?
- What are the factors inhibiting the implementation of the Patient Safety Target (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital?

#### **METHODS**

This paper uses empirical legal research methods because this study analyzes the effectiveness of the implementation of Patient Safety Targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital. Using the statutory approach method (statute approach), analytical conceptual approach and fact approach. Data collection techniques use document study techniques and interview techniques, in analyzing them using quantitative data analysis methods or often also called descriptive analysis methods.

#### **RESULTS AND DISCUSSION**

**The effectiveness of the implementation of patient safety targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital**

Getting health services is one of the basic rights of every citizen, in addition to education services and legal protection. Health is an important issue related to the impact of environmental changes due to the development of the world today. The development of industry now has a negative impact on the environment that people live in. The growing industry also has an impact on health. Indonesia is still included in countries that are carrying out industrial development. Countries that experience a period of industrial development have a bad environment caused by industrial activities that are not accompanied by proper environmental management and environmental impact mitigation. Various diseases easily spread and make people susceptible to disease (Cobey, 2020). This makes people need a quality health service in accordance with the basic rights of Indonesian citizens (Idy et al., 2021). The government as a government organizer must certainly take part in responding to problems that exist in society by providing public services for the community (Meiwanda, 2020).

Patient safety according to the World Health Organization (WHO) is the absence of threatening dangers to patients during the process of health services run by health workers, patient safety is defined as an effort to protect patients from something unwanted during the treatment process. Patient safety is becoming a global issue that affects development along with society's increasing demands for health services. To avoid misunderstanding the understanding of patient safety, it needs to be underlined that what is included in patient safety is all mistakes that occur in hospitals made by health workers in providing care. Therefore, to realize patient safety, health workers are expected to always be careful and careful in providing health services. Because patient safety is the most fundamental principle and at the same time a critical aspect of quality management of a health service, patient safety is an effort to reduce the number of Unexpected Events (KTD) that often occur in patients during hospitalization. Patient safety goals drive improvements in patient safety to provide safe and high-quality healthcare (Hughes, 2008). The application of patient safety target indicators is an effort to prevent injuries caused by the nursing care process while the patient is being treated. Patient safety is a top priority in nursing services and is the first step to improving the quality of nursing services (Ulrich et al., 2014). The role of nurses as implementers of nursing services in the form of nursing care directly to patients is responsible for providing safe nursing services for patients, one of which is the target of patient safety. Nurses need to provide error-free care by applying the basic values of patient safety culture (Tsao et al., 2015). These basic values include discipline, adherence to existing standards, procedures, and protocols, working in teamwork, and the values of honesty and openness as well as mutual respect and respect for each other in an effort to reduce the occurrence of unexpected events related to patient safety aspects, so hospitals need to evaluate the implementation of patient safety goals and create patient safety culture values so that the quality of home services pain will increase.

One of the global issues that is often discussed is about health, including for hospitals, according to Nursalam, patient safety is a variable to measure and evaluate the quality of nursing services that have an impact on health services. The patient safety program aims to reduce the number of Unexpected Events (KTD) that often occur in patients during hospitalization so that it is very detrimental to both the patient himself and the hospital. Patient Safety Targets (SKP) are the main basic standard indicators in the 2012 version of the Hospital Accreditation assessment, There are six patient safety goals, namely accuracy of patient identification, improvement of effective communication, improvement of drug safety that needs to be watched out for, certainty

of right location, right-procedure, right-patient surgery, reduction of infection risk related to health services and reduction of the risk of patients falling. One of the safety services in hospitals starts from the accuracy of patient identification. Because misidentification of patients was identified as the root cause of many errors that occurred, according to Mulyana, data obtained from hospital "X" recorded in 2009-2011 the number of Patient Safety Incidents amounted to 171 cases. Based on this number, 65.5% of cases are related to misidentification (wrong laboratory results and others), based on all incidents that occur in Hospital "X", about 60% occur in the treatment room, the specialization of work units finds the most in pediatric, internal medicine and surgical units, which is 56.7% compared to other work units.

Hospitals as an advanced level of service after puskesmas must certainly have better services, not only as health support in small areas such as sub-districts, but in wider coverage such as districts or cities. Someone who comes for treatment to the hospital has high hopes for the health services provided, because people assume the quality of hospital services must be of high quality with the support of facilities, human resources in the hospital are more able to overcome their health problems. A hospital is a health service institution that provides plenary individual health services that provide inpatient, outpatient and emergency care services. A general hospital is a hospital that provides health services in all areas of disease. The basic essence of the hospital is to meet the needs and demands of patients who expect to solve their health problems at the hospital. Patients view that only hospitals are able to provide medical services as an effort to heal and recover from the pain suffered. Patients expect ready, fast, responsive, and comfortable service to patient disease complaints.

Regulations regarding health in Indonesia are regulated in the Constitution and the provisions of shrimp regulations, specifically in the constitution, namely regulated in the 1945 NRI Constitution Article 34 paragraph (3) which states "The State is responsible for the provision of health service facilities and proper public service facilities", in the provisions of laws and regulations regulated in the Health Law, and specifically regarding patient safety is stated in the provisions of Article 173 paragraph (1) point b which states "Health Service Facilities must provide quality Health Services and prioritize patient safety" further explained in Article 176 paragraphs (1), (2), (3) which explains as follows:

1. Health Care Facilities must implement Patient safety standards.
2. Patient safety standards as referred to in paragraph (1) are implemented through risk identification and management, analysis and reporting, and problem solving in preventing and handling events that endanger patient safety.
3. Further provisions regarding patient safety standards as referred to in paragraph (1) are regulated by Ministerial Regulation

Further explained about patient safety in the Explanation to the Health Law, namely Article 219 paragraph (2) letter a, which stipulates that "What is meant by "patient safety" is a framework in the form of organized activities to build culture, processes, procedures, behavior, technology, and environment in Health Services consistently and sustainably aimed at reducing risk, reduce avoidable hazards, avoid the possibility of errors, and reduce the impact when an incident occurs on the patient." In the next order, the specification regarding the regulation of the existence of patient safety targets is regulated in Article 5 paragraph (5) letter a of the Minister of Health Regulation Number 11 of 2017 concerning Patient Safety which explains "Patient Safety Targets as referred to in paragraph (2) point b include the achievement of things: a. correctly identifying

patients" as well as for arrangements in Klungkung Regional Hospital regulated in the Decree of the Director of Klungkung Regency Hospital Number 33/07/RSUD/2023 about the Guidelines for Patient Safety Targets (SKP) at Klungkung Hospital in the Guidelines further explain the Patient Safety Targets (SKP) regarding identifying patients correctly, especially in Chapter III which explains as follows:

Identification is the process of collecting data and all information about evidence from a person so that we determine and comfort it with an individual person. Patient identification is an identification system for patients to distinguish between patients from one another so as to facilitate or facilitate the provision of services to patients. A patient identity bracelet is a device in the form of a bracelet that can ensure the correctness of the patient's identity to prevent errors in service to patients. Identification Sticker is a tool in the form of a marker of patients at risk of falling after initial screening of fall risk. And regarding the management, the Klungkung Regency Regional General Hospital uses a bracelet as an identification marker for patients, on the identification bracelet is written Full Name according to E-KTP, date of birth, and medical record number. All patients must be properly identified prior to administering medications, administering nutrients, blood draws or other specimens, transfusions or blood products, hemodialysis, or other measures. The implementation of patient identification is also described in the guideline, which is regulated in 2 ways, namely, (1). Verbal is identifying the patient carried out by the officer who will take action on the patient by asking for the identity of at least two items on the identity barcode/bracelet, namely full name and date of birth, patient medical record number with open questions. (2). Visual identification of patients carried out by officers by matching at least two identity items attached to the patient's bracelet, namely the patient's name, medical record number and date of birth without the need to ask the patient again to mention the full name, medical record number and date of birth. The provision of identity bracelets certainly has a relationship with actions carried out by medical personnel, the following actions / procedures that require identification, namely:

1. Administration of drugs
2. Nutrition
3. Administration of blood transfusions or blood products
4. Radiological examination procedures (x-ray, CT-scan, ultrasound and so on)
5. Sampling (e.g. blood, stool, urine and so on)
6. Transfer of patients
7. Death confirmation

The effectiveness of the implementation of the Patient Safety Target (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital based on the results of a document study, namely the Patient Safety Incident Report of Klungkung District Hospital Quarter I of 2023 in the Recommendation section states that "The results of the incident report were obtained by KTD as many as 6 incidents with a score of re as much as 5 so that a simple investigation was carried out and I a major score was made by RCA and provided recommendations returned in accordance with existing SOPs and related to drug allergic reactions, infusion insertion and identification of drug administration to patients" based on this explained that there was a discrepancy in the application of the Patient Safety Target (SKP) regarding correctly identifying patients, and explained again Based on the results of interviews conducted with the person in charge of health workers at Klungkung Hospital, knowledge of



patient safety target procedures regarding Correctly identifying patients is very good, identity bracelets are all attached to patients according to the procedure, but the application is said to be not optimal. In this case, the officer who provides the action/procedure that requires patient identification is said not to carry out the identification as stated in the complete guidelines. The clerk only asked the patient's name, and there were even some who didn't ask at all. In the guidelines for Patient Safety Targets at Klungkung Hospital, it is stated that the implementation of patient identification must be carried out in 2 ways, namely verbal and visual. Verbal is done by asking for the identity of at least two items on the identity barcode/bracelet, namely full name and date of birth, patient medical record number with open questions. Visual is done by matching a minimum of two identity items attached to the patient's wristband.

### **Factors inhibiting the implementation of patient safety targets (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital**

Consumer satisfaction is a comparison and consumer confidence in the services provided by the hospital in the form of performance. The level of service quality is considered satisfactory if the quality provided exceeds expectations then it can be perceived as ideal. Employees of an agency are basically a major source of organization that cannot be replaced by other resources because the good and bad of an agency seen from its services and facilities and facilities will not be useful without employees who manage. According to the Decree of the Minister of State Apparatus Empowerment Number 58 of 2002 which states there are three types of services, namely administrative services, goods services, services provided by service providers in BUMN or BUMD agencies.

Accuracy in implementing standard operational procedures and nurse compliance in implementing patient safety goals can provide safer and better quality nursing care. The implementation of patient safety goals in inpatient installations is increasingly important given the breadth of nursing service procedures that are at risk of causing unwanted events. Hospitals, a complex healthcare institution, have implemented patient safety goals throughout the inpatient installation. However, nurses' compliance in implementing patient safety target procedures has not been implemented optimally. Incomplete documentation according to SBAR procedures (Situation, Background, Assessment, Recommendation), near-injury during double check drug acceptance, non-compliance with hand washing and errors in carrying out 6 steps of hand washing and not re-assessing patients at risk of falling are some indicators of patient safety that have not been implemented optimally in accordance with standard operational procedures set by the hospital.

Hospital patient safety is a program that must be implemented to provide safe patient care. Patient safety programs are implemented to prevent injuries caused by misconduct of an action or failure to take appropriate action and prevent patient deaths due to medical errors. The program focuses on six targets, the targets are to recognize patients correctly, improve efficient communication, identify drug safety that must be considered, ensure the right surgical site, procedures and patients, reduce the risk of infection related to services and reduce the risk of injury due to falls, based on the Indonesian Minister of Health Number 11 of 2017 Good and correct patient identification is the foundation of patient safety. The right way to identify a patient is to use his name, medical record number, date of birth, patient identification bracelet with a barcode, and so on. While the number of patient rooms or places cannot be used to identify, based on the results of research conducted in one hospital in Jakarta of 171 patient

safety cases contained in hospitals, 65.5% of them are cases of patient identification incidents which mostly occur in the inpatient room (Mulyana, 2013). According to research conducted at Siti Aisyah Islamic Hospital in 2012, patient misidentification in hospitals occurred as much as 46%. In a study on the analysis of the implementation of the system to identify patients in hospital inpatient installations, the results showed that as many as 58% of medical record operators did not enter patient identification data correctly, other studies on the implementation of the system to identify patients in two hospitals showed that the application of patient identification carried out was still not optimal. The two hospitals did not carry out patient identification in accordance with SOPs or procedures due to lack of compliance of officers, the availability of identity bracelets was also a problem in both hospitals, for Padang Pariaman Hospital the supply of identity bracelets had run out since the last 3 months so that many patients did not wear identity bracelets, the impact of patient misidentification was that it could cause patients to experience unpleasant experiences, Physical or psychological illness, serious injury, nausea or vomiting to permanent physical disability, if carrying out patient recognition before giving drugs, blood or blood products is not optimal, it can endanger patient safety. Influences include increased treatment rates to the occurrence of drug or blood administration errors that can make patients lose their lives, misidentification of patients can also cause blood transfusion errors. As a result of errors in the stage of identifying patients, there were 68% of blood transfusion errors of which 11 people died, and there were 13% of surgical errors.

Identification is establishing or equating a person's identity by collecting data and records from related individuals. Patient identification is to provide patient identification to distinguish other patients so that in providing treatment or medical action there is no mistake. Hospital Accreditation states that patient identification really needs to be applied to prevent errors or errors in providing treatment or medical action, mentioning that errors in identifying patients can be minimized by identifying patients by modifying the patient's name identification and patient bedroom or bed number. Incorrect identification causes the patient to receive improper medical procedures. Errors that result in patient injury can be in the form of inaccurate patient identification resulting in errors or delays in diagnosis, failure to act, medication errors, and dosage or method errors in drug administration.

The inhibiting factors are the first condition of the room that is not conducive, the situation of the room that is sometimes too busy this causes medical officers to have to serve patients quickly, with the number of patients not proportional to the number of officers, the second is the assumption about the accuracy of the patient's identity, which is meant in this case that medical officers are said to feel they already know the patient's identity, Because they have been treated or met patients for a certain period of time or repeatedly in the same room so that the assumption arises. The third supervisory factor described in its implementation is the absence of assessment / supervision of the procedure for implementing the accuracy of patient identification, so that officers are often negligent or not accustomed to carrying out patient identification appropriately

## **CONCLUSION**

Based on the discussion that has been described, it can be concluded, which is as follows: The effectiveness of the implementation of the Patient Safety Target (SKP) regarding the accuracy of patient identification at the Klungkung Regional General Hospital based on the results of a

document study, namely the Patient Safety Incident Report of Klungkung District Hospital Quarter I of 2023 in the Recommendation section states that "The results of the incident report were obtained by KTD as many as 6 incidents with a re score of 5 so that a simple investigation was carried out and I a major score was made by RCA and provided recommendations returned in accordance with existing SOPs relating to drug allergic reactions, intravenous insertion and identification of drug administration to patients" based on this explains that there is a discrepancy in the application of the Patient Safety Target (SKP) regarding correctly identifying patients, Inhibiting factors that have not been optimal for the effectiveness of the implementation of Patient Safety Targets (SKP), namely the first condition of the room that is not conducive, the situation of the room that is sometimes too busy this causes medical officers to have to serve patients quickly, with the number of patients not proportional to the number of officers, the second is the assumption about the accuracy of the patient's identity, which is meant in this case, medical officers are said to feel that they already know the patient's identity, Because they have been treated or met patients for a certain period of time or repeatedly in the same room so that the assumption arises. The third supervisory factor described in its implementation is the absence of assessment / supervision of the procedure for implementing the accuracy of patient identification, so that officers are often negligent or not accustomed to carrying out patient identification appropriately.

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