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ABSTRAK

SYIFA FUADATUL MUNTAHA

ANALISIS KOMUNIKASI EFEKTIF PADA STANDAR KESELAMATAN PASIEN DI RUMAH SAKIT JASA KARTINI TASIKMALAYA TAHUN 2024

Berdasarkan Permenkes No. 11 Tahun 2017, sistem keselamatan pasien harus memastikan asuhan yang aman. Di Rumah Sakit Jasa Kartini Tasikmalaya, tercatat 76 insiden akibat komunikasi buruk antara tahun 2021 hingga 2023, dengan tingkat pencapaian standar komunikasi baru mencapai 40%. Penelitian ini bertujuan menganalisis komunikasi efektif dalam mendukung keselamatan pasien dengan pendekatan kualitatif dan studi kasus. Informan dipilih secara purposive sampling, terdiri dari 5 perawat pelaksana sebagai informan utama, 1 pemegang program keselamatan pasien sebagai informan kunci, dan 2 pasien sebagai informan pendukung. Data dikumpulkan melalui wawancara mendalam dengan panduan wawancara dan peneliti sebagai instrumen utama. Analisis data dilakukan melalui pengumpulan data, reduksi data, kategorisasi data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa komunikasi melalui telepon telah sesuai dengan Instrumen Survei Akreditasi KARS, tetapi hambatan muncul dari perubahan sistem rekam medis elektronik dan tingginya turnover pegawai yang memengaruhi pemahaman perawat terhadap instruksi. Dalam pelaporan nilai hasil kritis, meskipun proses sudah efektif, terdapat ketidaksesuaian dalam waktu pelaporan, yaitu 60 menit, yang seharusnya 30 menit sesuai standar KARS. Penerapan metode SBAR dalam serah terima terbukti membantu kelancaran tugas perawat. Disarankan agar rumah sakit mengevaluasi sistem komunikasi dan menyediakan pelatihan rutin bagi staf tentang penggunaan sistem rekam medis elektronik dan teknik komunikasi efektif.

Kata Kunci: Komunikasi Efektif, Keselamatan Pasien, Rumah Sakit

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ABSTRACT

SYIFA FUADATUL MUNTAHA

**ANALYSIS OF EFFECTIVE COMMUNICATION ON PATIENT SAFETY
STANDARDS AT JASA KARTINI HOSPITAL TASIKMALAYA IN 2024**

Based on Ministry of Health Regulation No. 11 of 2017, patient safety systems must ensure safe care. At Jasa Kartini Hospital in Tasikmalaya, 76 incidents were recorded between 2021 and 2023 due to poor communication, with only 40% achievement of communication standards. This study aims to analyze effective communication in supporting patient safety using a qualitative approach and case study design. Informants were selected through purposive sampling, consisting of 5 nurses as the main informants, 1 patient safety program officer as the key informant, and 2 patients as supporting informants. Data were collected through in-depth interviews using interview guides, with the researcher as the main instrument. Data analysis was conducted through data collection, reduction, categorization, and conclusion drawing, identifying communication barriers in the hospital. Findings show that communication via telephone has met KARS Accreditation standards; however, issues arise from changes in the electronic medical record system and high employee turnover, affecting nurses' comprehension of instructions. In critical result reporting, while effective, reporting time discrepancies exist—60 minutes instead of the 30 minutes required by KARS standards. The SBAR method in handovers facilitates nursing tasks. It is recommended that the hospital evaluate communication systems regularly and provide ongoing training for staff on electronic medical record systems and effective communication techniques.

Keywords: *effective communication, patient safety, hospital*