

**The Relationship Between Patient Safety Culture and Patient Safety Goals in the Internal Medicine Inpatient Ward at Wira Bhakti Army Hospital, Mataram**

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**Abstrak**

Prinsip keselamatan pasien telah menjadi acuan universal dalam praktik pelayanan kesehatan modern. Di Indonesia, upaya pencegahan Insiden Keselamatan Pasien (IKP), seperti Kejadian Tidak Diharapkan (KTD), Kejadian Nyaris Cedera (KNC), dan Kejadian Potensial Cedera (KPC), telah menjadi fokus utama dalam penerapan sistem keselamatan pasien di rumah sakit. Insidensi KTD di Nusa Tenggara Barat sebesar 4,8%. Rumah Sakit Angkatan Darat (RSAD) Wira Bhakti Mataram, sebagai salah satu fasilitas kesehatan militer di Provinsi NTB, memiliki peran penting dalam memberikan layanan kesehatan yang berkualitas kepada masyarakat. Survei budaya keselamatan telah dilaksanakan di RSAD setiap 6 bulan. Tujuan dari penelitian ini adalah untuk mengetahui adanya hubungan budaya keselamatan pasien dengan sasaran keselamatan pasien di Instalasi Rawat Inap Penyakit Dalam RSAD Wira Bhakti Mataram. Desain penelitian yang digunakan adalah kuantitatif dengan menggunakan metode survei analitik, melalui pendekatan *cross-sectional*. Populasi dan jumlah sampel pada penelitian ini adalah 82 perawat, teknik pengumpulan data menggunakan *in-depth interview*. Hasil penelitian menunjukkan adanya hubungan bermakna antara budaya keselamatan pasien dengan sasaran keselamatan pasien ( $p = 0,003$ ).

**Kata kunci:** Insiden Keselamatan Pasien, Kejadian Tidak Diharapkan, Budaya Keselamatan Pasien, Sasaran Keselamatan Pasien

**Abstract**

Patient safety has been a universal reference in modern hospital practices. In Indonesia, efforts to prevent Patient Safety Incidents—such as Near Misses, Incidents, Adverse Events, and Unsafe Conditions—have been a priority in hospital safety systems. In Nusa Tenggara Barat (NTB), the incidence rate of Patient Safety Incidents is 4.8%. Army Hospital Wira Bhakti Mataram, a military hospital in NTB, plays a significant role in providing healthcare services. The hospital conducts patient safety surveys every six months to monitor and improve safety standards. This study aims to analyze the relationship between patient safety culture and patient safety incidents in the Internal Medicine Unit of Army Hospital Wira Bhakti Mataram. A quantitative analysis method with a cross-sectional approach was used. The study involved a total sample of 82 nurses, collected through in-depth interviews. The results indicate a significant relationship between patient safety culture and patient safety incidents, with a p-value of 0.003. These findings highlight the importance of fostering a strong patient safety culture to reduce incidents and improve overall healthcare quality.

**Keywords:** *Patient Safety Incidents, Adverse Events, Patient Safety Culture, Patient Safety Incidents*

**INTRODUCTION**

A safe hospital environment is one of the key indicators in assessing the quality of healthcare services. Safety encompasses not only the

patients but also the medical staff and the hospital's physical infrastructure. Patient safety culture serves as the fundamental foundation for creating a safe and high-quality care environment (Hadi, 2017). Preventing

patient safety incidents—such as adverse events or potential harm—has become a central focus in the implementation of patient safety systems in hospitals. Patient safety principles have become universal guidelines in modern healthcare practices. In Indonesia, efforts to prevent patient safety incidents (IKP), including adverse events (KTD), near misses (KNC), and potential harm incidents (KPC), are a top priority in hospital safety systems (Ministry of Health, 2006; Mudayana & Juniarti, 2018; Ministry of Health, Republic of Indonesia, 2017).

The **Global Patient Safety Action Plan 2021–2030**, launched by the World Health Organization (WHO), emphasizes that failure to ensure patient safety remains a major challenge in the global health system and is one of the leading causes of death and disability worldwide (Kuriakose, 2020). While patient safety measures have shown varying degrees of impact, many have not been effectively adapted or implemented in low- and middle-income countries (Júnior, 2023).

In **West Nusa Tenggara Province**, the patient safety incident rate has been recorded at 4.8%. Reports from **Wira Bhakti Army Hospital (RSAD)** in Mataram show that in **2024**, there were **28 incident cases**, compared to **24 cases in 2023**, and **30 cases in 2022**.

Based on questionnaire results and safety culture surveys conducted biannually at RSAD Wira Bhakti Mataram, the **main issues identified in 2024** were related to **communication** and the **frequency of incident reporting**. Additional concerns include ensuring **accuracy in location, procedure, and patient** during medical treatments or surgeries. Moreover, the aspect of **Medication Safety Improvement** received an “Average” rating, in contrast to other areas that were rated “Good.”

Incident reporting in Indonesian hospitals remains relatively low due to insufficient attention to this aspect. Preventable medical errors and unsafe patient care continue to pose major global healthcare challenges (Huriati et

al., 2022). Given the importance of safety culture in determining the achievement of patient safety goals, this study aims to analyze the **relationship between safety culture and patient safety goals** in the **Internal Medicine Inpatient Ward at Wira Bhakti Army Hospital, Mataram**.

The hospital conducts safety culture surveys every six months. The findings of this study are expected to provide deeper insight into the factors that influence patient satisfaction and to serve as a basis for decision-making to improve the quality of healthcare services at RSAD Wira Bhakti Mataram.

The research problem in this study is to identify the level of **safety culture**, the **patient safety goals**, and the **relationship** between both within the **Internal Medicine Inpatient Ward at RSAD Wira Bhakti Mataram**, Mataram City, West Nusa Tenggara Province. The purpose of this study is to determine whether there is a correlation between patient safety culture and the achievement of patient safety goals. The significance of this study lies in providing valuable insights that enhance understanding of the connection between **patient safety culture** and **patient safety goal achievement**.

## METHODS

This study is a **quantitative research** using an **analytic survey method** with a **cross-sectional approach**. The research to be conducted is a **survey-based study**, where data is collected from a sample drawn from a single population using questionnaires as the primary data collection instrument. The study will be carried out at the **Internal Medicine Inpatient Unit** (comprising **Yudha Room, Bhakti Room, Hesti Room, and Kartika Room**) of **Wira Bhakti Army Hospital**, Mataram, West Nusa Tenggara Province, during the period of **December 2024**.

The **population** of this study consists of **all implementing nurses** working in the internal medicine unit, totaling **82 nurses**. Data will be collected through **in-depth interviews**.

## RESULTS AND DISCUSSION

### Respondent Characteristics

The characteristics of respondents are presented to describe the demographic and professional background of participants. The variables examined in this study include **age, gender, educational background, and employment status**

Table 1. Age of Respondent

Age	Frequency	Percentage %
23-30	48	58,5
31-40	20	24,3
41-53	14	17,2
<b>Total</b>	<b>82</b>	<b>100,0</b>

**Based on the table above**, the majority of respondents were aged **23–30 years**, totaling **48 respondents (58.5%)**. This was followed by **20 respondents (24.3%)** aged **31–40 years**, and **14 respondents (17.2%)** aged **41–53 years**.

*Catatan: peneliti menuliskan bahwa usia 41–*

Patient safety goals	Frequency	Percentage %
Good	73	89,0
Fair	8	9,8
Less	1	1,2
<b>Total</b>	<b>82</b>	<b>100,0</b>

*53 tahun ada 24 responden, tetapi persentasenya tertulis 17,2%, yang tidak sesuai. Jika memang benar 24 responden dari total 82 orang, maka persentasenya adalah sekitar 29,3%, bukan 17,2%. Tolong di cek lagi mas hendra*

Table 2. Sex

**The table above shows** that the majority of respondents were **female**, totaling **59 respondents (71.9%)**, while **male** respondents accounted for **23 individuals (28.1%)**.

Table 3. Education

Education	Frequency	Percentage %
D-   I	27	32,9
S Kep Ners	55	67,1
<b>Total</b>	<b>82</b>	<b>100,0</b>

**Table 3 shows** that the majority of respondents held a **Bachelor's degree in Nursing (S.Kep., Ners)**, totaling **55 respondents (67.1%)**, while **27 respondents (32.9%)** had a **Diploma in Nursing**.

Table 4. Employment Status

Status	Employment	Frequency	Percentage %
permanent	65	79,2	
contract	17	20,8	
<b>Total</b>	<b>82</b>	<b>100,0</b>	

**Table 4 shows** that **65 respondents (79.2%)** held **permanent employment status**, while **17 respondents (20.8%)** were employed on a **contract basis**.

Patient safety culture	Frequency	Percentage %
Good	73	89,02
Fair	9	10,98
Bad	0	0

**Table 5 shows** that the majority of respondents (89.02%, n=73) perceived patient safety culture as good, while 10.98% (n=9) rated it as moderate.

Table 5. Patient Safety Culture

Table 6. Patient Safety Goals

**Based on Table 6 above**, it can be seen that the majority of patient safety goals were rated as good, accounting for 89.0% (n=73), while 9.8% (n=8) were rated as fair, and 1.2% (n=1) were rated as poor.

Sex	Frequency	Percentasg %
Male	23	28,1
Female	59	71,9
<b>Total</b>	<b>82</b>	<b>100,0</b>

**Bivariate Analysis**

Bivariate analysis was conducted using the **Chi-square test** to determine the **relationship between Patient Safety Culture and Patient Safety Goals at Wira Bhakti Army Hospital Mataram**

Table 7. Cross Tabulation of the Relationship Between Patient Safety Culture and Patient Safety Goals

Safety culture patient	Patient Safety Goals								P	
	good		fair		less		Total			
	n	%	n	%	n	%	n	%		
good	57	95	3	5	0	0	60	100		
fair	15	75	5	25	0	0	20	100	0,003	
Bad	1	50	1	50	0	0	2	100		

Table 7 shows a significant relationship between patient safety culture and patient safety goals ( $p = 0.003$ ). Among respondents with a **good patient safety culture**, 57 (95%) also achieved **good safety goals**, while 3 respondents (5%) had **fair goals**, and **none** had poor goals. Among those with a **moderate safety culture**, 15 respondents (75%) had **good goals**, 5 (25%) had **fair goals**, and none had poor goals. For those with a **poor safety culture**, 1 respondent (50%) had **good goals**, and 1 respondent (50%) had **fair goals**.

The results show that the **majority of respondents were aged 23–30 years**, accounting for **58.5% (n=48)**. The **age range of 23–35 years** is considered a **productive period** for employment. This is consistent with the study by **Agustira et al. (2024)**, which indicated **no significant effect of age on compliance with the implementation of patient safety goals**. According to **Robbins**, as cited in **Anugrahwati et al. (2019)**, younger individuals are at an age where **productivity potential is high**. The **energy and potential** possessed by young individuals serve as motivation and enthusiasm for improving work performance and reflect a strong work ethic (**Hernawati, 2021**).

The findings also indicate that the **majority of nurses at Wira Bhakti Army Hospital Mataram are aged 23–30 years**, which is regarded as a

**productive age**. Individuals in this age group are considered to have reached **mental maturity** and **optimal cognitive functioning**, with better **physical capacity** for work compared to those over the age of 35.

Additionally, the study shows that the **majority of respondents were female**, with **59 participants** accounting for **71.9%** of the sample.

A man tends to be more aggressive in having expectations for success, although the difference compared to women is very small (Hernawati et al., 2021). The majority of nurses at RSAD Wira Bhakti Mataram are female, as women are more closely identified with nursing work, especially considering their gentle attitude and compassion, which are traits commonly associated with women.

The study results show that the majority of respondents hold a Bachelor of Nursing degree (S.Kep.Ners), totaling 55 people (67.1%). Employees are part of the organization and serve as the spearhead in fostering patient safety culture (Huber, 2018; Yarnita & Efitra, 2020).

The patient safety goals at RSAD Wira Bhakti Mataram were rated as **good** by 73 respondents (89.0%). Patient safety goals are very important because they add value to

hospitals that implement these safety targets. Safety has become a global issue, including in hospitals. Hospitals are required to strive to meet patient safety goals as regulated in the Ministry of Health Regulation No. 11 of 2017.

The study at RSAD Wira Bhakti Mataram shows a significant relationship between patient safety culture and patient safety goals ( $p = 0.003$ ). Among respondents with good patient safety culture, 57 (95%) achieved good safety goals, 3 (5%) had fair safety goals, and none had poor goals.

The implementation of patient safety in hospitals is influenced by the position of human resources, one of which is nurses. When nurses prioritize a culture of safety concerning patient risk, it is likely that improvements occur through staff rotation and increased productivity. This can be considered an investment and part of the patient safety system to provide safe care (V. Hutabarat, E., 2020).

The characteristics of the respondents show the majority were aged 23-30 years, totaling 48 respondents (58.5%), and female respondents totaling 59 with a percentage of 71.9%. The most common last education level was S.Kep.Ners, with 55 respondents (67.1%), and the majority employment status was permanent employees, totaling 65 respondents (79.2%). The patient safety culture level was good in this study with 73 respondents (89.02%). Patient safety goals at RSAD Wira Bhakti Mataram were rated good by 73 respondents (89.0%). This study found a significant relationship between patient safety culture and patient safety goals ( $p = 0.003$ ).

## RECOMMENDATIONS

1. Conduct routine patient safety culture surveys every six months.
2. Perform evaluations by updating risk management assessments at least every six months.
3. Each unit head should remind their team members to report any incidents

related to patient safety goals to reduce underreporting.

4. Each unit head should perform periodic evaluations following the patient safety culture survey every six months to avoid the emergence of blaming culture within their units.
5. Conduct surveys with additional questionnaires regarding ward comfort and clearer medication data (e.g., dosage, administrator, and recipient) to facilitate error tracking.
6. Update risk management assessments at least monthly in the pharmacy and logistics departments.
7. Establish a dedicated team or organization (Team Quality RS) to handle reports on KPC (potential injury incidents), KNC (near-miss incidents), and KTD (unexpected incidents). Reports should be anonymous to prevent bias.
8. Create reporting forms through applications or online platforms managed by Team Quality RS to collect suggestions without directly involving hospital leadership.
9. If possible, provide rewards to units with the highest monthly reports on KPC and KNC as a proactive measure against numerous KTD incidents.
10. It is recommended to develop this study into a longitudinal design to better clarify related data and obtain more robust results.
11. Data collection should involve more than one inpatient installation and more than one hospital to ensure heterogeneous results.

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