HUMAN ERROR ANALYSIS TO IMPROVE PATIENT SAFETY IN HOSPITAL USING HUMAN FACTOR ANALYSIS AND CLASSIFICATION SYSTEM: STUDY AT RS MEDIKA LESTARI

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

Human Error Analysis to Improve Patient Safety in Hospital Using Human Factor Analysis and Classification System: Study at RS Medika Lestari

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Every hospital in this world has the same main objective which is patient safety. However, there are a few things that can endanger the patient intentionally or unintentionally. Keeping Patient safety itself is not solely doctors and nurses job, it can be influenced from other aspects like organization, environment, management, etc. To increase patient safety in RS Medika Lestari, potential error from several aspects need to be reduced. Human factor analysis and classification system methodology is used to find the potential error in RS Medika Lestari. Gap analysis and fish bone diagram are developed to propose the improvement that might be useful for patient safety. A business process modelling is made as a standard procedure for routine activities at RS Medika Lestari based on the hospital procedure in hospital in order to increase patient safety.

Keywords: Patient Safety, human error, Business process modelling, Human factor analysis and classification system

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DEDICATION

I dedicate this work to my parents,
who have supported me materially and spiritually,
and my friends who have cheered me through this semester.

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