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

By

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A thesis submitted to the Faculty of

**ENGINEERING AND INFORMATION TECHNOLOGY** 

in partial fulfillment of the requirement

for the

BACHELOR'S DEGREE

in

INDUSTRIAL ENGINEERING

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August 2014

Revision after Thesis Defense on 16 July 2014

# 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



# **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.



### **ACKNOWLEDGEMENTS**

Foremost I would like to express the highest praise to the almighty Allah SWT for all strengths and blessings throughout the completion of this thesis.

My deepest gratitude to Ir. Triarti Saraswati, M.Eng and Tanika D. Sofianti, ST,MT for all valuable guidance, suggestion, and supports during the creation of this thesis. I would like also to thank to all the lecturers that already share their knowledge in the past four years.

This thesis will not be completed without my friend Antonius Timothy Soerianto who helped me asking his uncle to get permission doing this research in his hospital, also I thank all the management, doctors, nurses and staffs in RS Medika Lestari Ciledug.

My time in Swiss German University from semester 1 until semester 8 would not be fun and colorful without the presents of my friends in Industrial Engineering 2010 and all my friends in other department.

Thanks to Annisa Hakim, Bramantyo Wicaksono, Christian Natasaputra, Christian Michael Reza, Harwin Kurniawan, Harsyadi Adhiarsa, Iman M. Annas, Johannes Nikolas Japar, Jonathan Marshell Kevin, Kelvin Recia, Mascellia Tifanny Agung, Nikolaus Kris Abimontro, Paramitha Avianti Dika and Ruth Damayanti Setiono for the great time that we have been through together in Germany and Indonesia.

Last but not least, the accomplishment of this thesis will be impossible without the support, love and pray from my father, mother, sisters and my family. I will not forget to acknowledge my girlfriend, Inez Areta Hardi who always accompany and encourage me whenever I feel tired or wanted to give up.

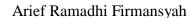


TABLE OF CONTENTS Background 12 1.1. Research Problems 13 1.2. 1.3. 1.4. Scope of Analysis ...... 14 1.5. 1.6. 1.7. 1.8. 2.2. 2.3. Human Error 20 2.4. 2.4.1. 2.4.2 2.4.3. Multitasking......22 2.4.4. 2.4.5.

	2.4.	.6.	Culture	
	2.5. D	Decis	ion Making	23
	2.6. Pa	atier	nt Safety	24
	2.6.	.1.	Defining Patient Safety	
	2.6.2	.2.	Patient Safety Practitioner	
	2.7. H	Iuma	in Factors Research to Improve Patient Safety	29
	2.7.	.1.	Parallel perspectives	
	2.7.	.2.	Startling results from the science	
	2.8. H	Iospi	tal	32
	2.8.	.1.	Hospital tasks	
	2.8.2	.2.	Hospital functions	
	2.8.	.3.	Hospital classification34	
	2.8.	.4.	Hospital facilities	
	CHAPTI	ER 3	3 – RESEARCH METHODOLOGY	38
	3.1. R	Resea	rch Framework	39
	3.1.	.1.	The Swiss-Cheese Model	
M	3.3. O	Obser	vationiew	. 50
	CHAPTI	ER 4	4 – RESULT AND DISCUSSION	53
4.1. Company Overview				
	4.1.	.1.	Company Profile	
	4.1.	.2.	Hospital Facilities	
	4.1.	.3.	Human Resources	
	4.1.	.4.	Organization Structure	
	4.2. H	łuma	n Factor Analysis and Classification System	58
	4.2.	.1.	Organizational Influences	

4.2.2.	Supervision	62
4.2.3.	Precondition of workers	63
4.2.4.	Acts	65
4.3. Gap	Analysis	68
4.4. Prob	olems Discussion	71
4.5. Busi	ness Process	75
CHAPTER	5 – CONCLUSION & RECOMMENDATION	79
5.1. Cond	clusion	79
5.2. Reco	ommendation	80
5.3. Furth	her research	80
REFFEREN	NCE	82
APPENDIC	CES	84
APPENDIX	X A – Company data	84
APPENDIX	XB – Organizational Structure	93
APPENDIX	X C – Contact Report	94
CURRICU	LUM VITAE	97
	OFFICE AND THE PROPERTY OF THE PARTY OF THE	
	PLUMAN HMINILDS	

