

**ANALYSIS THE INFLUENCE OF TOTAL QUALITY MANAGEMENT
(TQM) AND JOINT COMMISSION INTERNATIONAL (JCI)
TOWARD PATIENT SAFETY PROGRAM
A CASE STUDY: OMNI HOSPITAL GROUP**

By

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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

ANALYSIS THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM) AND JOINT COMMISSION INTERNATIONAL (JCI) TOWARD PATIENT SAFETY PROGRAM

By

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The purpose of this study is to analyze the influence of Total Quality Management (TQM) and Joint Commission International (JCI) toward Patient Safety Program in Omni Hospital Group. The objective of the study is to provide Omni Hospital Group whether there is positive relationship among Total Quality Management (TQM) and Joint Commission International (JCI) which influence Patient Safety Program. In this research, questionnaires were spread to medical and non-medical staffs Omni Hospital Group. In testing relationship between independent and dependent variable in the model are using Cronbach's Alpha, Pearson's Correlation and Regression. The researcher used closed ended self-administered questionnaires as a method of collecting data. The study was done on one hundred fifty respondents from Omni Hospital Group employees. The finding of the study revealed that Total Quality Management (TQM) and Joint Commission International (JCI) positive correlation to Patient Safety Program in the Omni Hospital Group. The result indicated that with focus on Total Quality Management (TQM) strategy and adopt Joint Commission International (JCI) accreditation will improve Patient safety Program and lead to patient satisfaction. The company may use both quality strategies to optimize corporate resources in order to improve Patient satisfaction and increase number of hospital customer.

Keywords: Total Quality Management, Joint Commission International, Quality Improvement, Patient Safety.



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DEDICATION

I dedicate this thesis to my beloved parents, dear husband Rahmedi who always support me and my lovely daughter Ganisya Shanaya Aideen, you are my inspiration.



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