ABSTRACT

Introduction: This research was motivated by the author's curiosity to the level of implementation of the six goals of patient safety and nurse motivation relationship to its implementation. The purpose of this research is to know the relationship of nurse motivation with the implementation of six target of patient safety program at inpatient room of Bandung Adventist Hospital. Method: The method that used in this research is descriptive correlation. Population in this research is nurse executor in inpatient room of Bandung Adventist Hospital. The entire population was used as a sample. Instruments that used in this study form of questionnaire checklist amounted to 32 statements, 10 statements of nursing work motivation and 22 statements of implementation of six target of patient safety program. Result: The results showed that the motivation level of nurses in the inpatient rooms of Bandung Adventist Hospital included in the high category. The level of program implementation of the six patient safety goals carried out by the executing nurses at the inpatient rooms of Bandung Adventist Hospital is categorized as very high. Of the two variables, the nurse's motivation and program implementation of the six patient safety goals have significant relationships and fall into low or weak categories. Discussion: Advice for the Patient Safety Committee Department is expected to be an input to maintain the motivation of patient safety implementation and strive to maintain motivation to work through peer group and reward training programs. Nurse in the inpatient room of Advent Bandung Hospital, to stimulate to always show the ability possessed and produce output or work performance as expected.

Keywords: Patient safety, Motivation

INTRODUCTION

Patient safety is the most fundamental principle in the provision of health care services and nursing care, as well as the most critical aspects of the quality management of a hospital. To ensure patient safety, hospitals generally provide services that are safer for patients, avoid injuries that caused by mistakes due to carrying out an action or not performing actions that should be done (DepKes RI, 2008). In carrying out duty, everyone is influenced by the will and motivation. Armstrong (2009) states that motivation is the reason to do something. Motivation is concerned with the strength and direction of behavior and also the factors that influence a person to do something and behave in a certain way (Priansa, 2016). One way to improve quality especially in the health sector is through hospital accreditation that accord with the global service quality. In the accreditation system referring to Joint Commission International (JCI) standards, the most relevant standards are related to the quality of hospital services which is compliance with International Patient Safety Goals that covers six objectives of patient safety (Kemenkes RI, 2011). One of the objectives in the implementation of patient safety program in hospital is to prevent, reduce and avoid accidents or Patient Safety Incidents of (IKP). IKP refers to any event or
situation that may cause or potentially result in injury that should not have occurred. It includes Unexpected Occurrences (KTD), Near-Injury Occurrences (KNC), Potential Injury Occurrences (KPC), and Sentinel Events (Patient-RS-Safety Committee, 2007).

In European countries the incidence experienced by patients with an infection risk was found to be 83.5% and evidence of error from medical acts showed 50 - 72.3%. The Institute of Medicine (IOM) publishes a report “To Err Is Human, Building, A Safer Health System report and there is interesting data on Unexpected Events (KTD).” The report reflects a research in Utah and Colorado where the finding shows that the Unexpected Occurrences (KTD) is scored 2.9% where 6.6% of them died. In New York KTD was found at 3.7% with mortality 13.6%. Across America, the death rate from KTD in in-patients amounts to 33.6 million per year (Keles, Kandou, and Tilaar, 2015). In Indonesia, according to the MOHRI 2006 patient safety data on Nearly Injured Events (KNC) and Unexpected Occurrences (KTD) are seldomly happened.

In the Congress XII PERSI in Jakarta on November 8, 2012 report reflect that the incidence of patients fell in Indonesia in January - September 2012 is 14%. It makes the presentation of patient's fall into the top five medical incidents other than medicine error (Komariah, 2012). Reports of patient safety incidents by province in Indonesia in 2007 were shown that DKI Jakarta has the highest percentage with 37.9% percentage compared to eight other provinces, Central Java 15.9% percentage, DI Yogyakarta 18.8%, Jawa East 11.7%, South Sumatera 6.9%, West Java 2.8%, Bali 1.4%, Aceh 10.7% and South Sulawes 0.7% (Committee of Hospital Patient Safety, 2008). Furthermore, locally, patient's incident safety report at the Advent Bandung Hospital in 2015 was 144 and the following year in 2016 there were 400 (RS22 Quality of Patient Safety Committee, 2016)

Patient safety is not merely an efficiency matter in the service of the patient but it is more important than that. The original problems that have existed since the first time nursing service was established that nurses feel that their work is a routine and intuition alone. Therefore, nurses who implement the six goals program of patient safety is very much accord with the standards and have a very important meaning in improving the quality of service. The incidence that jeopardize patient safety was found to be 28.3% committed by nurses. Therefore, the nurse as one of the 24-hour health worker with the patient and has bigger tendency to commit mistake in which need the willingness and motivation in working to avoid unexpected events. As Gibson stated that the quality of service will be greatly influenced by the motivation and performance of the nurse if the nurse obtains a job satisfaction as expected (Atik, et al, 2009). Motivation is very important for nurses because motivation is what causes, channel and support human behavior in order to work harder and more enthusiastic to achieve more optimal goals.

The results of research on motivation shows that motivation affects the performance of nurses in carrying out their work. Low motivation is likely to lead to a decrease in the work result or work performance of a nurse, so that performance will decrease (Atik, et al, 2009). Based on the background that has been described above, therefore the authors are interested to examine the relationship between nurse motivation in implementing the program six target of patient safety in inpatient wards of the Rumah Sakit Advent Bandung.

METHODS

This research is a descriptive correlation method that according to Sugiyon (2012) is used to find relationships and prove the hypothesis of two variables relationship. There are two instruments utilized in this research, first is to measure the level of motivation of nurses working in the inpatient rooms of Advent Bandung Hospital which consisted of 10 items of statement in the form of a Likers scale checklist questionnaire with alternative answers (Strongly Agree, Agree, Disagree, and Strongly Disagree). The second instrument is used to measure the level of program implementation of the six patient safety goals which consists of 22 items of statements in the form of a Likers scale checklist questionnaire with alternative answers (Always Done, Often Done, Rarely Done and Not Done), developed from Permenkes (2011). The population of this study is all nurses who have worked at least one year in inpatient wards of...
Advent Bandung Hospital which amounted to 85 people. And this study used the entire population into the respondents that is called the total sampling technique. Data collection process was conducted in early February 2017 and the steps of data collection are as follows:

1. Before the researcher will conduct the research, the researcher first requests permission to the Dean of the Faculty of Nursing to ask for permission in writing by letter addressed to the Nursing Training of Adventist Hospital Bandung with the aim of doing research. The intended letter describes the purpose and objectives of the research to be carried out and also includes the usefulness or usefulness of the research results as would be useful for the nurses working in the inpatient unit in particular, as a contribution to motivation and job satisfaction as well as to improve the quality of service at Home Pain Advent Bandung.

2. Data collection is done after getting letter of reply permission to do this research from the Nursing Training of Adventist Hospital of Bandung.

3. After the data collection and research permit was obtained from Nursing Training of Adventist Hospital of Bandung, the researcher started doing the research in the inpatient room of Advent Bandung Hospital.

4. At the time agreed by the hospital, researchers collect data. The phases in collecting data are as follows:

   Stage 1: Investigator visited each inpatient unit to apply the permission to the head of the unit to conduct research on the implementation of the program of six targets for patient safety by the implementing nurse.

   Stage 2: The researcher will select the nurse who match the criteria and request his willingness to be involved in this research.

   Stage 3: If the nurse is willing to engage in this research, then the researcher will give the informed consent to the prospective respondent to read and give the time to the prospective respondent to ask if anything is unclear.

   Stage 4: The data collection technique is done by filling out the questionnaire by the executing nurse. The checklist questionnaire will be filled by respondents by means of filling such as, the researcher asks the nurse who is the respondent to provide checklist mark (√) on the choice of answer according to the respondent's natural.

   Stage 5: During the filling of the questionnaire the researcher gives the respondent time to ask if there is a less obvious statement item.

   Stage 6: The researcher expressed his gratitude and greeted his participation as a respondent.

RESULTS

The number of returned questionnaires that were distributed to nurses in the inpatient units of Advent Bandung Hospital was 81 or 95% of the total. The result of motivation of nurse executor whom work at inpatient wards of Rumah Sakit Advent Bandung is in average value of 3.02 which means highly motivated according to the work motivation scale. This research shows that the implementation of the six patient safety goals program by nurses in inpatient wards of Rumah Sakit Advent Bandung is in average of 3.65 which means in a very high category according to the scale of the program implementation. It can be seen that the magnitude of the relationship between Nurse Motivation (X) with the implementation of the Six Patient Safety Target Program (Y) is 0.307. This result indicates to reject the null hypothesis. This study shows a significant positive relationship between Nurse Motivation (X) with the implementation of the Six Patient Safety Target Program (Y) although still in the low or weak degree. The degree of the influence of Nurses motivation toward the implementation of Six Patient Safety Program Goals is 9.42%. These results provide the understanding that the implementation of the Six Patient Safety Target Program is influenced by Nurse Motivation as much as 9.42%, while the rest is by other factors.
DISCUSSION

Indonesia Hospital accreditation law no. 12/2012 stated that the hospital accreditation aims to improve patient safety in hospitals and improve protection for consumers (patients), communities, and human resources at the hospital. Since 2012 Hospital services in Indonesia have been focusing more on the patients where patient safety as the major standard indicator. Indonesia Republic Hospital Standard of 2012 includes patient-focused service standards, hospital management standards, hospital patient safety goals and MDG's program standards (DG Development Effort 2012). Patient safety goals are important and must be performed within the hospital as they become one of the accreditation standards. In addition, incident that harmful to the patient safety will have a detrimental effect on hospitals, staff, and patients who particularly receive the services. Other impact that arises is the decreasing level of public confidence in health service so that quality or quality of care becomes low because patient safety is part of quality (Cahyono, 2008).

The results of this research found that nurses who work in the inpatient ward of Advent Bandung Hospital religiously wash their hands after contact with patients with an average value of 3.85. The handwashing should be done properly before and after contact with patients even using gloves or other protective equipment to eliminate or reduce the microorganisms present in the hand so that the spread of the disease can be reduced and the environment is maintained from infection. Hand washing should be done at the time of anticipated germicidal removal, prior to contact with the patient to allow contamination of the patient and after possible contact with the patient to allow pollution to the nurse or other health professional (MOH RI, 2008).

The nurse who worked in the inpatient ward of Rumah Sakit Advent Bandung is found to always wash hands after exposure to the patient's body fluid with an average score of 3.88. These result is congruent with the research conducted by Ernawati, Tri and Wiyanto (2014) on the implementation of Hand Hygiene Nurses In the Inpatient Room of the Hospital found that the highest adherence was found in hand washing after exposure to body fluids of patients with 67% percentage. Compliance of hand washing when exposed to fluid from the patient's body should be 100%, because exposure to fluid, secretion, or blood can cause cross infection from patient to nurse (RCN, 2012). Handwashing procedures before and after taking nursing action are important basic techniques in preventing nosocomial and controlling infections in hospitals (White, Duncan and Baumle, 2011). Mudayana (2010) stated that the higher work motivation makes the nurse have high spirit to give the best service. Sherman in Edison, Anwar and Komariyah (2016) says motivation can provide behavioral energy, which can improve performance in work. Motivating aims to change the motive or impulse that existed in an employee or employee from low to high. From the results of the data analysis shows that the most motivated nurse because it can work with colleagues. This is in accordance with the results of research conducted by Zahara, Sitorus, and Sabri (2011) on Work Motivation Factors: Supervision, Income, and Interpersonal Relations Affect the Performance of Nurse Executives which shows that nurses who have harmonious interpersonal relationships in work are likely to perform 4.345 times better than nurses who have less harmonious interpersonal relationships. MOH (2006) explained that every hospital should conduct training on teamwork to support interdisciplinary and collaborative approaches in order to serve patients. Nurses motivation who works in the inpatient ward may decrease which may be affected by the less reward given. Maslow's theory states that adults are motivated 40 percent of the need for rewards. Herzberg adds that if you want to motivate individuals in their work, then the emphasis of factors related to the work itself or with the results derived from him, such as promotional opportunities, opportunities for self-development, recognition or appreciation, responsibility, achievement (Edison, Anwar and Komariyah, 2016). The results of the research conducted by Ratna, et al on the Relationship of Nurse Motivation With Nurse Performance In The Inpatient Room of Panembahan Senopati Bantul Hospital The year 2008 shows that intrinsic motivation which has the strongest relationship with performance is recognition, achievement, and development. Motivation of work have a positive and significant effect on the satisfaction of working with the reward applied to the achievement made and punishment of mistakes made employees will greatly affect the performance of a person. Martoyo stated in Pamuji that
compensation and reward is a tool to create a conducive atmosphere that will encourage employees to do more productive work and improve work performance. There are many ways to improve employee performance, one of them is by conducting training and development. This study found that there is a significant between the motivation of the nurse with the implementation of the program six target patient safety which means if the motivation of a high nurse then the implementation of the program six targets of patient safety that the nurse was good, although categorized as low or weak category. This research is in parallel with research of Gardjito, Musadieq, and Nurtjahjono (2014) that work motivation has a significant effect on performance and is the dominant variable affecting performance. Work motivation of nurses is anything that encourages them to improve their performance to carry out activities in the nursing process to meet their needs (Farida, 2011). The stronger one's is the effort given to achieve that goal (Hartati, 2010). This is consistent with Maslow's hierarchy of needs theory that one will be motivated by the physiological, security, social, reward and self-actualization needs (Nursalam, 2011). The existence of factors that motivate a person has the effect of improving achievement or job satisfaction, while the dissatisfaction factor can lead to the decline of morale (Nursalam, 2011). If nurse is less motivated, it will have direct impact on nurse's performance and produce a low quality of service as well (Ba'diah, 2009). Nurses who have high motivation tend to have high performance and vice versa with low performance due to low motivation (Juliani, 2009).

CONCLUSION
1. Nurses motivation who work in inpatient wards of Rumah Sakit Advent Bandung is categorized as high.
2. The implementation of the Six Patient Safety Target Program conducted by the nurses in the inpatient wards of Rumah Sakit Advent Bandung is categorized as very high.
3. There is a significant relationship between Nurse Motivation (X) and the Program Implementation of Six Patient Safety Goals (Y).

Reference


