

RESEARCH ARTICLE

Patient Safety Incident Reporting Challenges in Indonesian Private Hospitals

Ekorini Listiowati,¹ Merita Arini,¹ Mochamad Iqbal Nurmansyah,² Emma Rachmawati,³ Agus Samsudin⁴

¹Faculty of Medicine and Health Sciences, Universitas Muhammadiyah Yogyakarta, Bantul, Indonesia,

²Faculty of Health Sciences, Universitas Islam Negeri Syarif Hidayatullah Jakarta, South Tangerang, Indonesia,

³Faculty of Health Sciences, Universitas Muhammadiyah Prof. Dr. Hamka, South Jakarta, Indonesia,

⁴Faculty of Economics, Social and Humanities, Universitas Aisyiyah Yogyakarta, Sleman, Indonesia

Abstract

Reporting patient safety incidents is essential in improving learning and patient safety. It is necessary to identify reporting challenges to improve the reporting process's success. This study assessed the challenges of patient incident reporting and learning systems in Indonesian private hospitals. This qualitative participatory action research is used. In October 2022, data was collected using a videoconferencing application. This study included 34 quality improvement and patient safety team members from 22 private hospitals. In this study, inductive analysis was used. The challenges of patient safety incident reporting are examined in six categories in this study: reporting environment, reporting rules and content, analysis and investigation, governance, action and learning, and patient and family engagement. The challenges mostly come from reporting environment components such as reporting difficulty and ignorance, a lack of time for analysis, the fear of making a mistake in the reporting process, and insufficient management support. Multiple challenges were encountered in different patient safety incident components. A positive environment for reporting patient safety incidents needs a multifaceted approach, including increased hospital leadership commitment and policies and procedures.

Keywords: Incident reporting, Indonesia, patient safety, private hospitals

Introduction

High-quality health care is predicated on patient safety.¹ The emergence of this issue results from the increasing complexity of healthcare systems and the resulting increase in patient harm in healthcare facilities.² Unsafe care likely ranks among the top 10 causes of death and disability worldwide.³ Moreover, conditions are worse in low- and middle-income countries, where an estimated 134 million adverse events due to unsafe care occur in hospitals, leading to 2.6 million deaths. It also has an economic impact; the WHO estimates that 20–40% of all healthcare expenditures worldwide are wasted due to substandard care.^{4,5} Data collected from 2015 to 2019 in Indonesia shows that patient safety incidents continue to increase, whereas in 2019, incidents reached 7,465 cases.⁶ By increasing opportunities to learn from errors, reporting incidents protects patients from preventable

harm.⁷ Reporting systems can provide warnings, identify significant problems, and explain their root causes. They play an essential role in raising awareness and fostering a culture of safety.⁸ Utilizing incident reporting systems for authentic learning to achieve sustainable risk reductions and improvements in patient safety is needed.⁹

The Indonesian patient safety incident reporting system appeared ineffective due to its inability to collect adequate national incident reporting data and its lack of transparency; these shortcomings impeded national-level learning.¹⁰ Another study revealed that hospital-related factors included a lack of understanding, knowledge, and responsibility for incident reporting, a lack of leadership and institutional culture, and the perception of incident reporting as an additional burden.¹¹ Another study revealed a lack of knowledge, socialization, or training as practical barriers to incident reporting and fear of reporting as cultural barriers.¹² The Indonesian

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Correspondence: Ekorini Listiowati. Faculty of Medicine and Health Sciences, Universitas Muhammadiyah Yogyakarta. Jln. Brawijaya, Tamantirto, Kasihan, Bantul 55183, Special Region of Yogyakarta, Indonesia. E-mail: ekorini_santosa@umy.ac.id