

ABSTRAK

PERAN KELUARGA DALAM MENDUKUNG IMPLEMENTASI KESELAMATAN TERHADAP PASIEN RAWAT INAP DI RS SWASTA BANDAR LAMPUNG: A *MIX- METHOD-STUDY*

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Belum banyak penelitian yang membahas terkait peran keluarga terhadap keselamatan pasien terutama di Indonesia. Penelitian ini bertujuan untuk mengeksplorasi peran keluarga terhadap keselamatan pasien rawat inap. Penelitian *cross sectional* studi ini dilaksanakan pada September – Desember 2024 di ruang rawat inap RS Swasta Bandar Lampung. Responden adalah keluarga pasien dari seluruh kelas rawat sebanyak 201 orang yang diambil secara *purposive*. Peran keluarga diukur dengan kuesioner *Family Involvement Care Questionnaire* (FICQ). Informan adalah dokter, perawat dan keluarga pasien sebanyak 25 orang yang diwawancarai dengan *in-depth interview* secara. Data kuantitatif diukur menggunakan *mann-whitney* dan *kruskal-walis*. Berdasarkan analisis tidak terdapat hubungan umur ($p=0,425$), jenis kelamin ($p=0,784$), tingkat pendidikan ($p=0,962$), kelas rawat inap ($p=0,445$), dan lama rawat inap ($0,425$) dengan keterlibatan keluarga. Data kualitatif dianalisis dengan analisis tematik dan terdapat enam tema yang dihasilkan (1) Pemahaman dan pengetahuan; (2) Keluarga terlibat dalam perawatan pasien; (3) Kerjasama dan komunikasi yang adekuat; (4) Dukungan emosional; (5) Dukungan instrumental; (6) Dukungan informasional. Kesimpulan meskipun keluarga tidak memiliki pengetahuan terkait keselamatan pasien, namun keluarga tersebut turut mendukung keselamatan pasien karena saran dari tenaga kesehatan dan tidak ada hubungan antara umur, jenis kelamin, tingkat pendidikan, kelas rawat inap dan lama rawat inap terhadap peran keluarga dalam keselamatan pasien.

Kata kunci: keselamatan pasien, *mix-method*, peran keluarga dalam keselamatan, rawat inap, rumah sakit.

ABSTRACT

THE ROLE OF FAMILY IN SUPPORTING THE IMPLEMENTATION OF PATIENT SAFETY IN INPATIENTS AT A PRIVATE HOSPITAL IN BANDAR LAMPUNG: A MIXED METHODS STUDY By

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There were not many studies that discuss the role of the family in patient safety, especially in Indonesia. This study aims to explore the role of family in patient safety toward inpatients. The *cross sectional* research of this study was carried out in September – December 2024 at Bandar Lampung Private Hospital. Respondents were the families of patients from all inpatient classes with 201 people who were taken *purposively*. Family roles are measured with the *Family Involvement Care Questionnaire* (FICQ). The 25 informants were doctors, nurses and patient's family who were interviewed with *in-depth* interviews. Quantitative data were measured using Mann-Whitney and Kruskal-Walis. Based on the analysis, there was no relationship between age ($p=0.425$), gender ($p=0.784$), education ($p=0.962$), inpatient class ($p=0.445$), and length of hospitalization (0.425) with family involvements. Qualitative data was analyzed by thematic analysis and there were six themes that emerged: (1) Understanding and knowledge; (2) Families are involved in patient care; (3) Adequate cooperation and communication; (4) Emotional support; (5) Instrumental support; (6) Informational support. Conclusion although the families don't understand about patient safety, the family supports patient safety because by doing the advices from health workers and there is no relationship between age, gender, education level, hospitalization class and length of stay on the role of family in patient safety.

Keywords: family role in patient safety, hospital, inpatient department, mix-method, patient safety.