

Patient Safety in Primary Care Socialization and Discussion

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ABSTRACT

Patient safety has been recognized as an issue of global importance over the last 10 years. Unsafe primary and outpatient care results in greater morbidity, higher use of health services, and economic costs. All medical procedures against patients have their own risks. Of course, there is no single health worker or doctor who wants his patient to experience unwanted risks. Therefore, patient safety must be prioritized in every medical treatment by reporting Patient Accident Incidents (IKP), especially primary services or Public Health Center. Patient safety is an important key for every health facility. Community Service activities are carried out at UPT Public Health Center Bajoe Kel. Bajoe district. Tanete Riattang Timr Kab. Bones. Aims to explore the perception of Public Health Center officers on IKP and their reporting as well as increase knowledge about the types of IKP and their reporting. The results obtained from this Community Service are that the health officer understands the types of IKP and their reporting and understands the importance of policies and SOPs related to IKP reporting in primary health facilities such as Public Health Center.

Keywords: Patient Safety, Primary Care, IKP

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INTRODUCTION

Primary care services provide an entry point into the health system that directly impacts people's well-being and the use of other health care resources. Patient safety has been recognized as an issue of global importance over the last 10 years. Unsafe primary and outpatient care results in greater morbidity, higher use of health services, and economic costs (Chowdhury & Chakraborty, 2017) . According to data from the World Health Organization (WHO), the risk of a patient dying from a preventable medical accident while receiving health care is 1 in 300, which is much higher than the risk of dying while traveling by plane. (Reports, 2009) . Unsafe medical practices and inaccurate and delayed diagnosis are the most common causes of patient loss affecting millions of patients worldwide. However, much of the work is focused on hospital care and understanding of what can be done to improve patient safety in primary care is minimal. The provision of safe primary care is a priority because every day millions of people use primary care services around the world (Mulfiyanti, 2021) .

Patient Safety is one of the important indicators in improving the quality of health services (Dewi Mulfiyanti, 2020) . In various parts of the world, research and studies on patient safety have been carried out in health facilities such as hospitals, health centers that have not been exposed to efforts to improve patient safety as a whole. (Chaneliere et al., 2018) .

Law Number 44 of 2009 concerning Hospitals, Article 43 applies patient safety standards. What is meant by patient safety is a process in a hospital that provides safer patient services (Ministry of Health, 2008) . This includes risk assessment, identification and management of patient risks, incident reporting and analysis, and implementing solutions to reduce and minimize the incidence of risk (Mulfiyanti et al., 2019) . The patient safety standard according to Article 43 paragraph (2) is implemented through reporting incidents, analyzing, and determining problem solving in order to reduce the number of unexpected events. What is meant by patient safety incidents are medical errors (medical errors), unexpected events (adverse events), and near misses. (Kasmiaty et al., 2021) . To improve the quality of hospital services, the Minister of Health according to Article 3 paragraph (1) of the Regulation of the Minister of Health Number 1691/Menkes/Per/VIII/2011 concerning Hospital Patient Safety, establishes the National Committee for Hospital Patient Safety. (Minister of Health Regulation, 2011) .

Studies in various parts of the world show that the majority of patient safety incidents are *preventable* . In a WHO report , the *patient safety incident rate* is between 4-240,000 per one million consultations in primary health care (Makeham et al., 2008) . In the UK, the prevalence of *adverse events* at PHC is 8 per 10,000 consultations (Tsang et al., 2013) . In Indonesia, there is no accurate data on the prevalence and incidence of patient safety, especially in primary health facilities. In all parts of the world, organizational culture such as *blaming* is still a major obstacle to obtaining accurate patient safety incident data (Waring, 2005) . In fact, by increasing and improving the quality of patient safety incident reporting, it can improve the quality of health services (Tsang et al., 2013) .

To achieve good reporting and can be a source of learning in the future. Health center personnel must be able to recognize patient safety incidents and carry out an analysis of the Public Health Center as one of the external *quality assurance efforts*. Therefore, various socialization efforts related to patient safety are very important to be carried out at Public Health Center as one of the first guards of health services in Indonesia. From the description above, the writer is interested in doing COMMUNITY SERVICE at UPT Public Health Center Bajoe.

METHOD

The Community Service implementation activity was carried out on Monday, May 9, 2022 at the UPT Public Health Center Bajoe Kel. Bajoe district. East Tanete Riattang, Bones Regency. The material presented at this Community Service is about the socialization and discussion of Patient Safety In Primary Care.

The method of this Community Service activity is to provide counseling, discussion and question and answer. In this activity, material was presented as a trigger for patient safety problems at the Public Health Center. The material is related to the types of IKP and the basis for reporting and follow-up on the IKP. The targets in this Community Service activity are health workers at UPT Public Health Center Bajoe. The goals and targets for the implementation of Community Service are:

1. For the Implementing Committee
 - a. Provide experience to students in planning activities such as preparing proposals and preparing equipment for Community Service activities.
 - b. Provide experience to students in carrying out an activity
 - c. Provide experience to students in making activity reports
2. For Community Service Participants
 - a. Provide knowledge to the public about IKP reporting information
 - b. Provide knowledge on the importance of policies and SOPs related to IKP reporting
 - c. Provide knowledge about the system that applies nationally in reporting IKP in primary health facilities such as Public Health Center

RESULTS AND DISCUSSION

Community Service activities carried out at UPT Public Health Center Bajoe Kel. Bajoe district. East Tanete Riattang, Bone Regency, begins by reviewing the location of Community Service and approaches to the head of the Public Health Center and health officers. The chief executive asked for a Community Service land use permit as well as a coordination meeting with related parties which was held on May 9, 2022. The meeting began with an opening and direction from the head of LPPM Akper Lapatau Bone. Furthermore, directions from the chief executive regarding the mechanism for implementing Community Service activities at the UPT Public Health Center Bajoe. Coordination with health workers on site.

The implementation of counseling activities at PT Public Health Center Bajoe went smoothly. The activity begins with a pre-test to measure initial knowledge about patient safety and health. Counseling is carried out by distributing material as a media

for counseling. The understanding of health workers after counseling is measured by giving a post-test. The post-test questions given are the same as the pre-test questions.

From the results of Community Service, information was obtained that prior to Community Service at UPT Public Health Center Bajoe it was found that UPT Public Health Center Bajoe was one of the primary accredited Public Health Center in Bone Regency but this Public Health Center did not yet have a Patient Safety Working Group or Quality of patient safety service. Officers have been sent to attend various seminars and trainings at the Bone District Health Office but not evenly. The Public Health Center itself has never held in-house training for all officers equally. The types of IKP need to be understood by all officers, considering that each officer has a probability of finding an IKP. After the socialization and discussion regarding patient safety in primary care, health workers understand the types of IKP and their reporting and understand the importance of policies and SOPs related to IKP reporting in primary health facilities such as Public Health Center. Not only that, officers also understand the importance of implementing a national system in reporting IKP in primary health facilities such as Public Health Center.



Figure 1. During a discussion



Figure 2. When doing socialization

Nurses as health care providers are one of the main sources of information for patients in gathering information or advice related to their health. Unfortunately, inadequate knowledge of nurses or other health workers can cause many obstacles to provide health-related services to patients. Health care providers are required not only to provide health care information and assist patients in choosing a health care system but also have a fundamental responsibility in meeting the patient's health care needs (Sriyanah Nour et al., 2019)

CONCLUSION

1. Community Service activities can be carried out properly and run smoothly according to the schedule and mechanism for implementing activities that have been prepared by the Community Service team and agreed upon by the Public Health Center.
2. Dissemination and discussion of patient safety in primary care have been carried out with satisfactory results.
3. Knowledge of officers about IKP and its reporting is an important part in realizing patient safety in primary health facilities. It is necessary to conduct comprehensive training for all staff related to patient safety and stakeholder support for patient safety reporting.

Thank-you note

Thank you to all the writing team until the article can be finished

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