



Nurses' Knowledge Of Patient Safety Incidents: Literature Review

Seriga^{1,2}, Hafizah Che Hassan³, Tukimin Sansuwito⁴

¹ Students Ph.D. in Nursing, Faculty of Medicine Lincoln University College, Malaysia

² Faculty of Nursing Murni Teguh University, Indonesia

³ Faculty of Nursing and Health Science, Lincoln University, Malaysia

⁴ Ph.D. in Nursing and Public Health, Faculty Medicine, Lincoln University, Malaysia

Abstract

Knowledge is a convention in forming an action in a nurse which greatly influences the performance of the nurse herself in implementing and carrying out actions for patient safety in the hospital. One of the ways in which the implementation of patient safety is to ensure that incidents that threaten patient safety do not occur or that there is the potential to result in injury to patients that should not occur. The aim of this literature review is to understand and describe the situation regarding nurses' knowledge of patient safety incidents. The review of this paper is the result of a literature study in the form of analysis using the systematic mapping study method through searches from Google Scholar which determined 6 national journals. The results of the study show that good nurse knowledge will influence the performance of nursing care which has an impact on patient safety incidents. The conclusion that can be drawn from this study is that there is a correlation between nurses' knowledge of patient safety incidents and commitment which is very necessary in efforts to build patient safety. Suggestion: it is hoped that we will not only research the relationship between knowledge and patient safety incidents but also nurses' compliance in implementing patient safety.

Keywords: Patient Safety, Nurse Knowledge, Patient Safety Incidents

Corresponding Author: Seriga

Email: banjarnahorseriga@gmail.com

1. Introduction

Accreditation is mandatory for hospitals to improve safety, health and the quality of patient care. Where the hospital service environment is safe and there is minimal risk





for patients and hospital staff (Kusumawardhani et al., 2023). Patient safety is a program in the context of efforts to improve service quality standards in hospitals, so that good hospital governance and clinical governance can be achieved as an implementation that requires accreditation in accordance with accreditation standards. Patient safety programs are implemented to prevent injuries. Which is caused by errors in carrying out an action or not taking action that should be taken and preventing patient death due to medical errors or medical errors (Kemenkes RI, 2022).

Currently information on reporting patient safety incidents in Indonesia is still low, several aspects that could be the influence of the low reporting of patient safety incidents in Indonesia are due to the lack of knowledge of nurses regarding the limits of what to report if an incident occurs, socialization about patient safety incidents is not evenly distributed to all staff. health, and there are still many who have not carried out patient safety training in hospitals. Hospital services require the involvement of a health team who can implement comfortable services (Kusumawardhani, 2021). Comfortable health service standards are based on the principle of safety in service and the implementation of patient safety targets that have been implemented in the hospital service system in Indonesia. Patient safety targets are one of the evaluation components in accreditation by the Hospital Accreditation Committee (KARS).

This matter needs to be observed and paid attention to in improving patient safety discipline in hospitals by medical personnel, especially nurses who must have knowledge about patient safety. In order to fulfill patient satisfaction needs in hospitals, medical personnel are required to have high levels of knowledge, skills and a professional attitude that can support national health development (Kusumawardhani et al., 2021). Where knowledge is the result of "knowing" and this occurs after people sense certain objects. Mostly, human knowledge is obtained from the eyes and ears (Darsini et al., 2019).

A patient safety incident is any unintentional event and condition that has the potential to result in preventable injury to a patient. Patient safety incidents consist of unexpected events, near injury events, non-injury events, and potential injury events. One of the goals of patient safety is to minimize adverse events which have been formulated in the Patient Safety Targets ((Permenkes RI, 2017)). The large number of medical error





cases that occur in various countries, including in the United States, medical errors occur right across the spectrum, and can be linked to systems and human factors. The most common adverse safety incidents were related to surgical procedures (27%), medication errors (18.3%) and healthcare-associated infections (12.2%) (Baharuddin et al., 2017). Unwanted events in hospital services are still large, in the United States, more than 250,000 patients receiving health services each year face unwanted events (WHO, 2018). More than 100,000 patients die in connection with the health services they receive. Globally, it is estimated that 10% of health care patients face adverse events (Schwendimann et al., 2018).

The patient safety incident report in Indonesia by the (Dhamanti et al., 2019) contained 7,310 incidents. In detail, amounted to 2421 incidents, Based on these incident reports, 5,405 resulted in no injuries, 1,167 minor injuries, 421 additional injuries, 85 serious injuries and 233 resulted in deaths (Permenkes RI, 2017). It was recorded from patient safety incident reporting data based on province that the highest ranking was DKI Jakarta at 37.5% and second place followed by Central Java at 15.9% and other provinces (DIYogyakarta 13.8%, East Java 11, 7%, South Sumatra 6.9%, West Java 2.8%, Bali 1.4%, Aceh 0.7%, and South Sulawesi 0.7%). Data on patient safety in Indonesia is still difficult to obtain due to problems with the reporting system, this shows that the level of reporting of patient safety incidents in Indonesia is still low.

From the data mentioned above, patient safety incidents, especially cases of unexpected events, still occur frequently in Indonesia. So this is very important to pay attention to because unexpected events are events that can injure the patient or result in death, which are called sentinel events.

So medical personnel, especially nurses, in the nursing profession are required to have nursing professional practice standards that are based on the knowledge and skills they possess. Based on the background above, researchers are interested in conducting a literature review regarding nurses' knowledge of patient safety incidents.

2. Research Method

This type of research is a literature study or literature review. Literature review which contains studies regarding theoretical descriptions of research results or findings





that discuss nurses' knowledge of patient safety incidents. Where the method used in this writing uses the systematic mapping study method which has been previously established. The literature study used in this research is limited to nurses' knowledge of patient safety incidents. (Nursalam, 2019) In the process of writing this literature review, the study material used by the author included several journal references from Google Scholar with search results totaling 250 journals with keywords such as patient safety, nurses' knowledge and patient safety incidents which had been published in the 2019-2023 period. So, in writing this literature review, the author determined 6 national journals that were appropriate to the topic to be researched.

3. Results And Discussions

From this study regarding nurses' knowledge of patient safety incidents, the results obtained from the findings of 6 journals were in line with research. There is a connection regarding good nursing knowledge which has a big impact on the implementation of patient safety which will later have an impact on patient safety incidents that occur in hospitals. In this literature review, several statements contain the relationship between nurses' knowledge of patient safety incidents which influence the implementation and implementation of patient safety. Indeed, there are driving factors such as the quality of team work and coordination that influence patient safety incidents. However, there is also an assumption that nurses' knowledge has no relationship with nurses' motivation in reporting patient safety incidents. To prevent incidents against patients, it is very important that health workers, especially nurses, increase their knowledge in implementing patient safety. There is still a great need for awareness from many related parties.

According to (Riskiyah, 2022), entitled "Nurses' Knowledge of Patient Safety Policies in Hospitals", the results showed that in order to prevent adverse events in patients, it is very important that all health workers in the hospital, especially nurses, must know the patient safety policies in the hospital, so it is hoped that Nurses can implement patient safety well, precisely and with quality so that patient safety measures can be carried out optimally. By increasing knowledge for implementing patient safety, there is still a great need for awareness from many related parties. The research results also





concluded that good knowledge of nurses regarding patient safety policies in hospitals has a very positive impact on patients and nurses themselves, and with good knowledge the number of unexpected events can be reduced.

According to (Ningsih & Endang Marlina, 2020) entitled "Knowledge of the Implementation of Patient Safety (Patient Safety) in Health Workers" states that there is a relationship between knowledge and the application of patient safety, thus the implementation of good patient safety targets is always based on knowledge good staff, it can also influence the number of patient safety events or incidents in hospitals. In this case, it is hoped that officers can implement patient safety targets optimally so as to provide satisfaction to patients. If patient safety is implemented well, services that prioritize safety and optimal quality will have a broad impact. Especially for the community, they will get better quality, safer services that meet their expectations. Share the house illness is an added value for achieving national and international standard services.

(Pardede et al., 2020) entitled "Knowledge and Attitudes with Nurses' Actions Regarding Patient Safety" states that efforts to increase knowledge and education are important in the context of patient safety because knowledge supports skills that can be accounted for. The researcher's assumption regarding nurses' knowledge can increase by increasing education that can be accounted for and is proven by the results of this research that more respondents have a nurse education so that the results obtained are good knowledge and actions. So that in the process of providing services and actions to patients, if medical staff, especially nurses, have good knowledge and provide good and safe expertise, it can reduce the number of patient safety incidents in hospitals.

(Imaniar & Banjarnahor, 2021) entitled "The Relationship Between Nurses' Level of Knowledge About Patient Safety and Patient Safety Incidents at Aminah Hospital in 2021" with the population studied being executive nurses in inpatient and outpatient settings at Aminah Hospital, a sample of 55 people taken using probability sampling method. The results of the research show that the relationship between nurses' knowledge about patient safety shows that there is a significant relationship between the variable of nurses' knowledge about patient safety and the incident rate. It was found that 32





respondents had knowledge about patient safety in the good category and low incidence (58.2%), while there was no knowledge about patient safety in the good category and high incidence (0%). Meanwhile, there were 10 respondents whose knowledge was quite good and the incidence was low (18.2%), while the knowledge of nurses was quite good and the incidence was high as many as 13 people (23.6%). The results of the analysis using the chi square test obtained a p value of 0.000, which means the p value <0.05 so that H_a is accepted, which means there is a relationship between nurses' knowledge of patient safety and patient safety incidents at Aminah Hospital in 2021. Previous research also discussed The relationship between nurse knowledge and the application of JCI standards regarding patient safety shows that there is a significant relationship between the nurse knowledge variable and the application of JCI standards regarding patient safety.

(Adriansyah et al., 2022) entitled "Analysis of Patient Safety Incidents Based on the Quality of Teamwork and Management Coordination at Ahmad Yani Islamic Hospital Surabaya" using a population covering 18 work units that provide services to patients with respondents being unit leaders, those in charge of work shifts and those in charge responsible for the quality of patient safety at Surabaya Islamic Hospital. The research results show that the analysis of patient safety incidents based on the quality of team work and coordination, it can be concluded that the better the team work is realized, the lower the patient safety incidents will be. For the most part, work units that succeed in implementing good teamwork, the majority of patient safety incidents that occur in those units are considered low. Meanwhile, for coordination, it can be concluded that the better the coordination carried out in handling patient safety, the patient safety incidents will be in the low category.

According to (Ulva, 2023), entitled "The Relationship between Nurse Knowledge and Nurse Motivation in Reporting Patient Safety Incidents at Sawah Besar Regional Hospital, Jakarta in 2022" states that the results of the research can be concluded regarding the description of nurses' knowledge regarding reporting patient safety incidents at Sawah Besar District Hospital, Jakarta in 2022. which is greater than half of





54.4%. The description of nurses' motivation in reporting patient safety incidents at Sawah Besar District Hospital, Jakarta in 2022 is low, namely greater than half of 50.9%.

According to the researchers' assumptions, nurses' knowledge has no relationship with nurses' motivation in reporting patient safety incidents. It is known that motivation arises not only because of high knowledge, that motivation can grow from encouragement and support from within and outside, it seems that the job is a responsibility that must be carried out, support from the head of the room and management leaders such as giving rewards for doing something positive, supervision and support from the head of the room to do things to improve the quality of service, such as reporting patient safety incidents, if the nurse feels that every positive thing she does is appreciated, it will create motivation within herself and can set an example for her colleagues to act as a role model to follow.

4. Conclusion

Good knowledge of nurses regarding patient safety incidents in hospitals has a very positive impact on both patients and the nurses themselves. And with the knowledge possessed and competent expertise, the number of incidents that threaten patient safety can be minimized. In the scope of patient safety, nurses' knowledge is closely related to the commitment that is very necessary in building a patient safety culture. So it is important that a patient safety program be implemented to prevent injuries or incidents that threaten patient safety due to medical errors.

5. Compliance with ethical standards

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Disclosure of conflict of interest

All authors of this article declare that there are no competing interests.

Statement of informed consent





Every action we take as authors is a mutual agreement or consent.

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