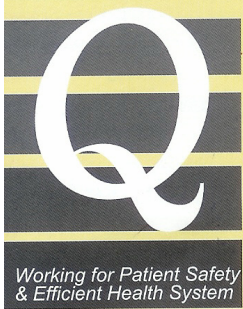


Pengantar Forum Mutu
Jakarta, 29-30 Juni 2005

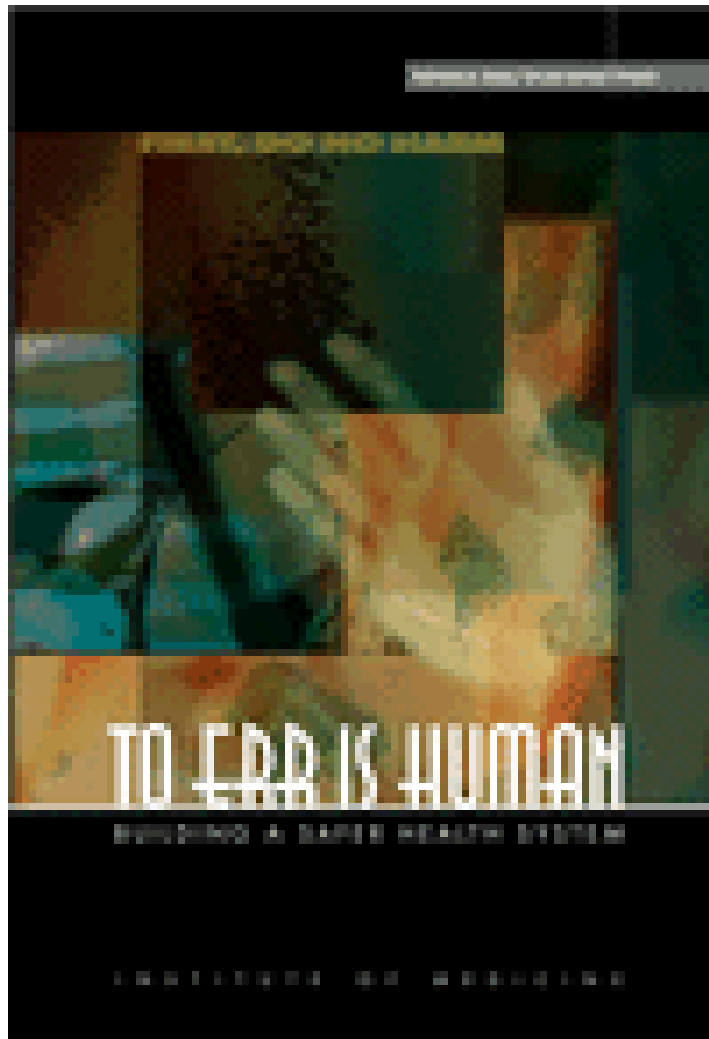
Dimana posisi mutu
pelayanan kesehatan dalam
Sistem Kesehatan Nasional?

Adi Utarini, Direktur MMR UGM dan Konsultan Mutu PMPK FK-UGM



TO ERR IS HUMAN: BUILDING A BETTER HEALTH SYSTEM

Institute of Medicine - November 1999



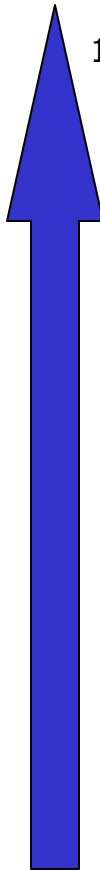
- 2.9%-3.7% dari admisi rs mengalami adverse events
- 44,000-98,000 kematian/th
- \$17-29 billion
- 7000 kematian akibat medication errors



Working for Patient Safety
& Efficient Health System

The Problem

Risk of death



100,000

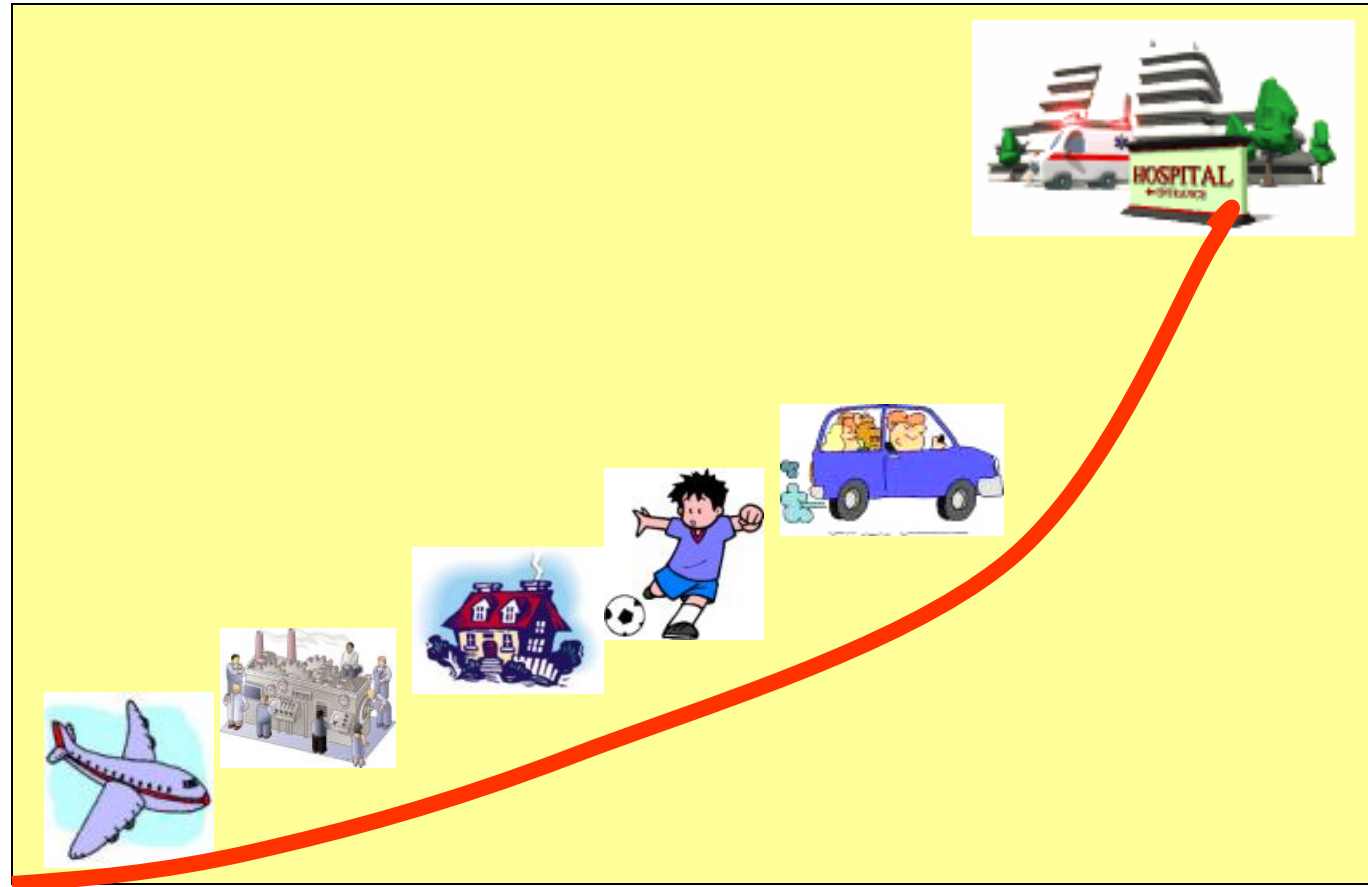
41,200

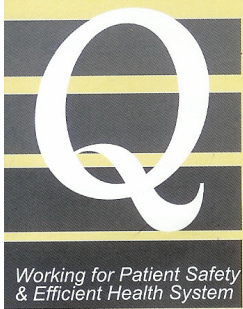
20,100

10,700

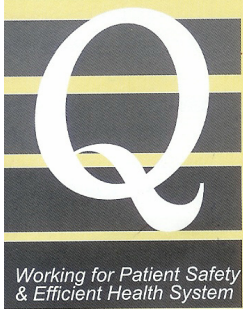
5,100

50

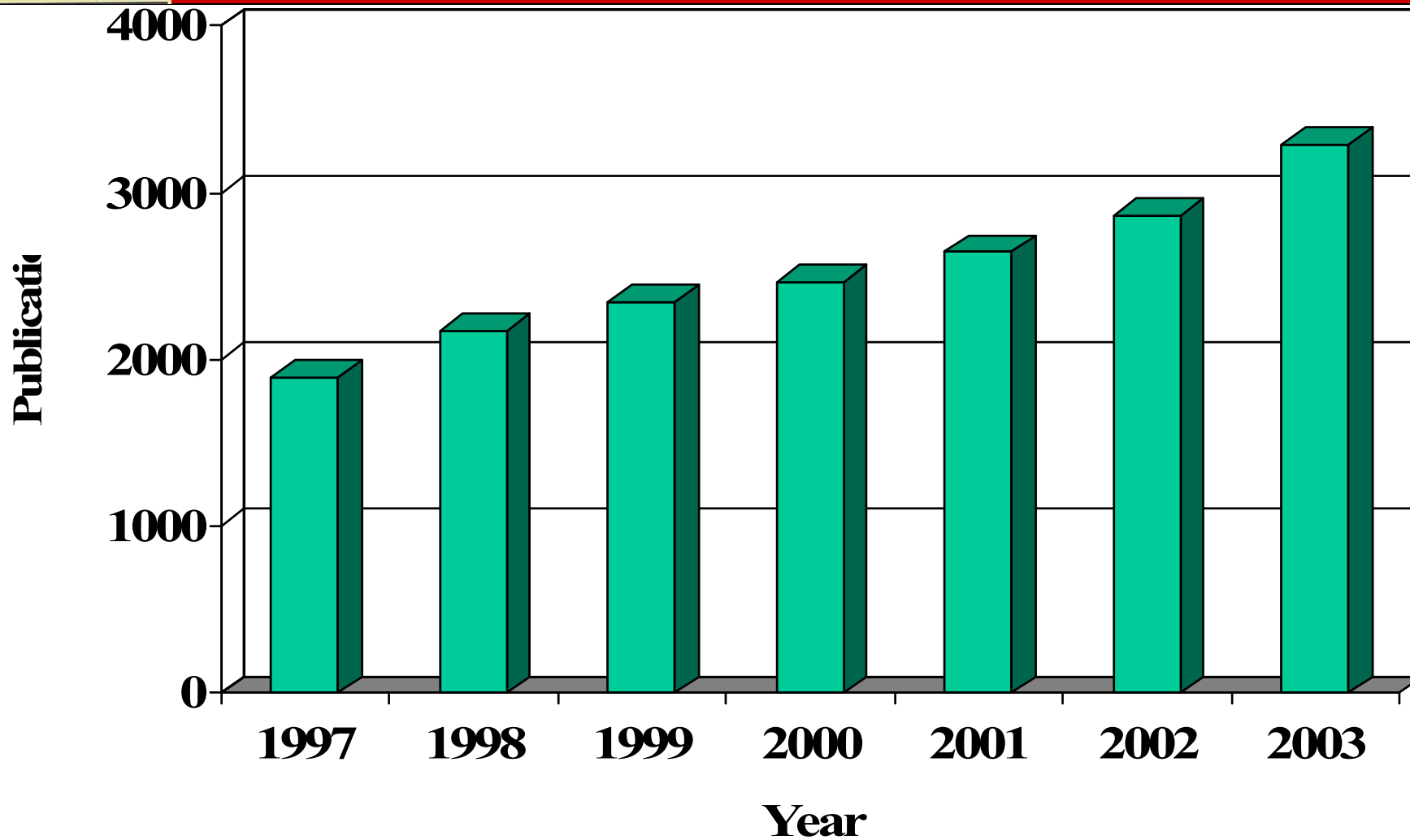


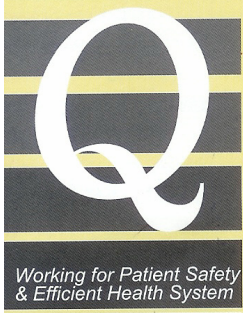


6 tahun kemudian ...



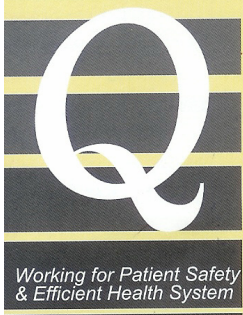
Time Trend for Evidence: Research Citations on Patient Safety





Bagaimana halnya dengan di Indonesia?

- Warna baru dalam seminar/pelatihan yang diselenggarakan oleh perguruan tinggi, lembaga pelayanan kesehatan, organisasi profesi dan penyelenggara pelatihan lainnya
- Meningkatnya penelitian oleh praktisi manajemen dan pemimpin klinis



Namun demikian,

Patients' safety

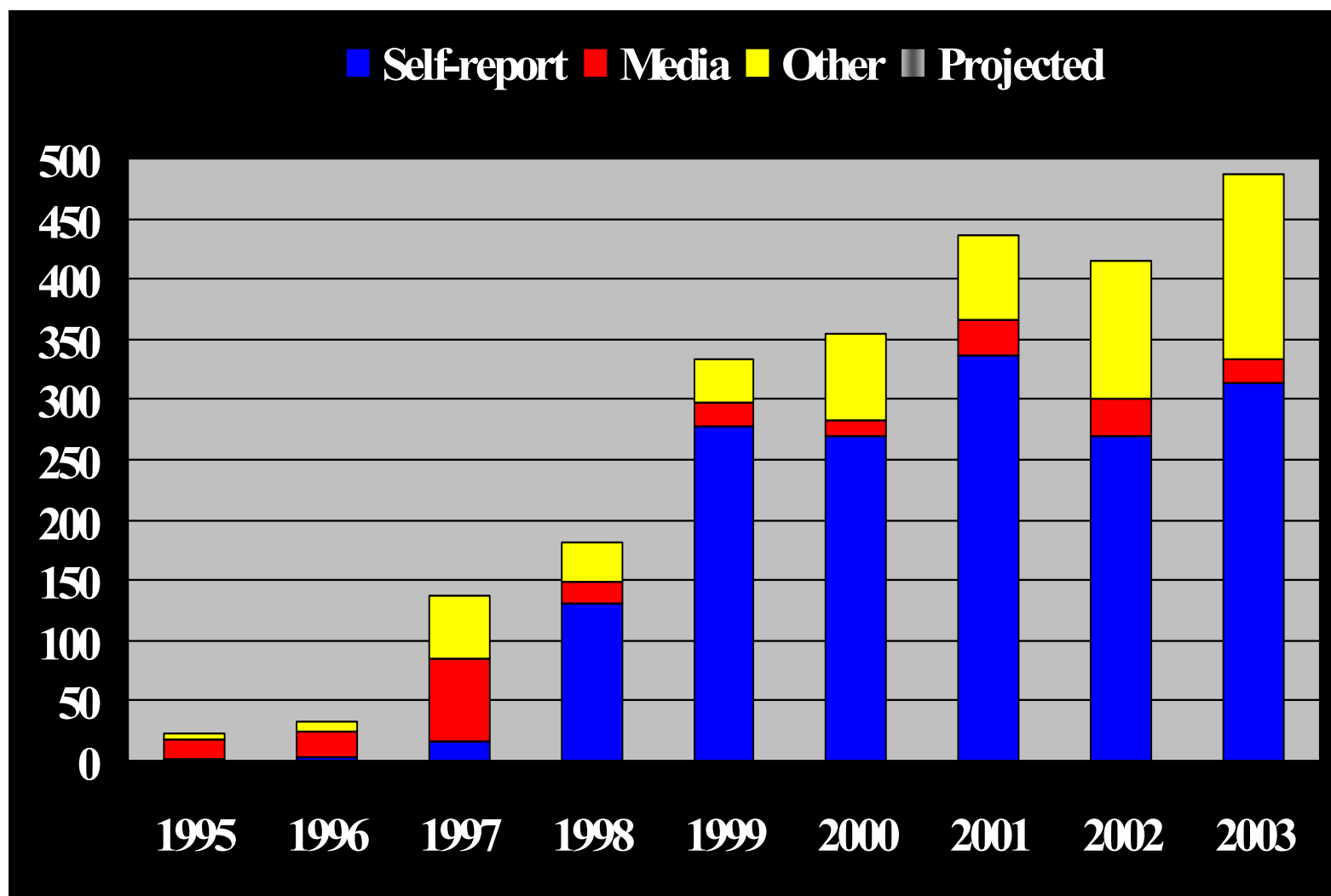
Progress is elusive because culture in health care has not changed

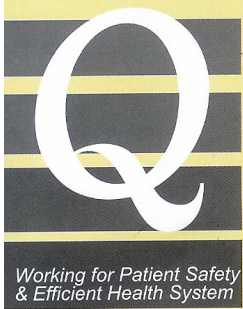
(BMJ, 2005; 330: 553-4)



JCAHO: Sources of Sentinel Event Information

January 1995 through December 2003

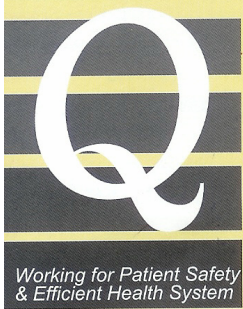




Apakah pelayanan kesehatan aman?

Review 2405 sentinel events oleh JCAHO, 1995-2003

370	pasien dirawat bunuh diri
308	komplikasi operasi/post-operasi
296	operasi pada sisi yang keliru
276	medication errors
156	kematian akibat pengobatan yang terlambat
109	pasien jatuh



Per 29 Januari 2004:

2.570 pasien tercatat dalam sentinel events
1,935 (75%) diantaranya berakibat kematian

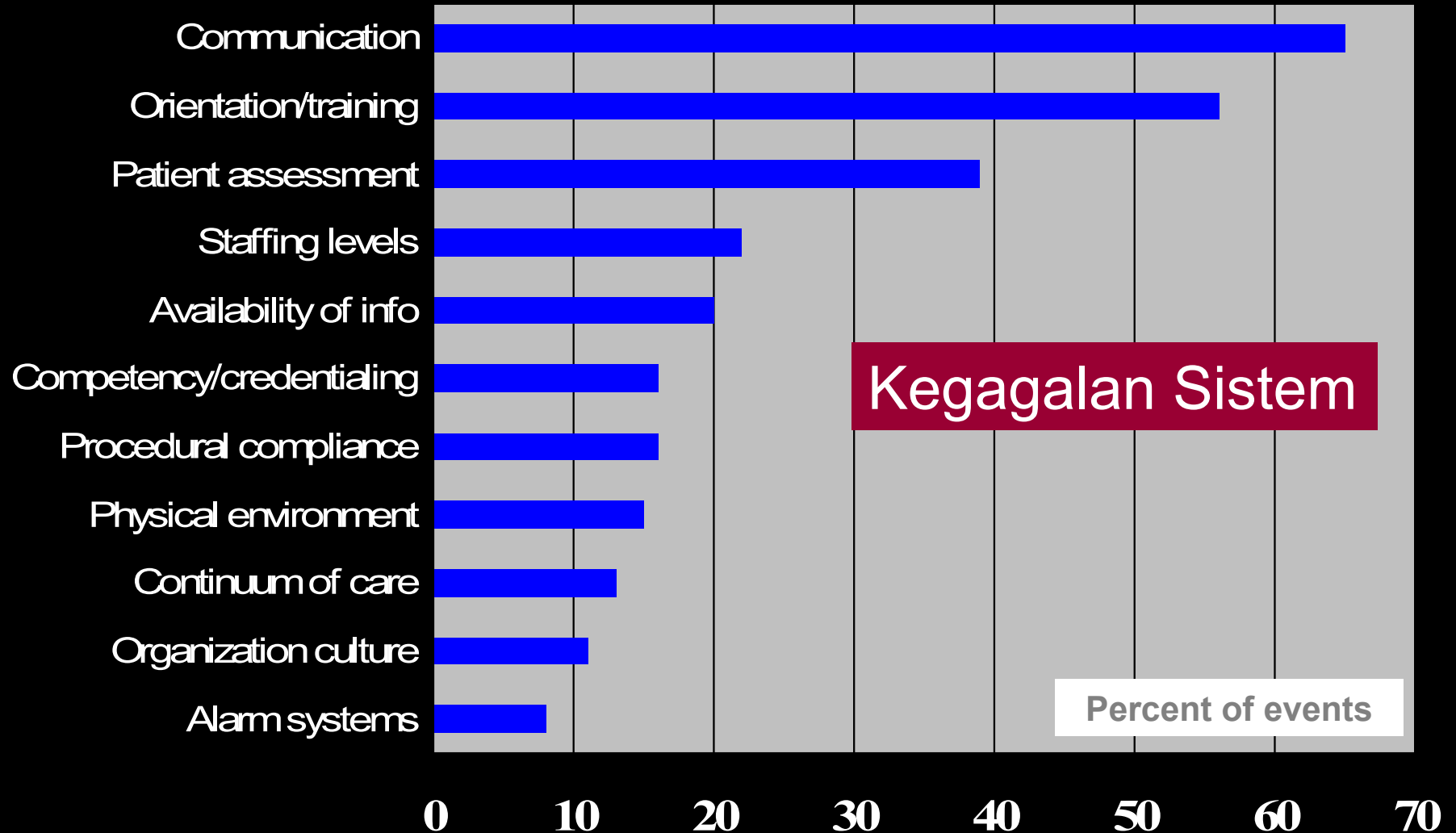
Empat Penyebab Utama:

- | | |
|------------------------------------|-----|
| - Pasien bunuh diri | 374 |
| - Komplikasi operasi/pasca operasi | 315 |
| - Operasi pada sisi yang keliru | 300 |
| - Medication error | 282 |

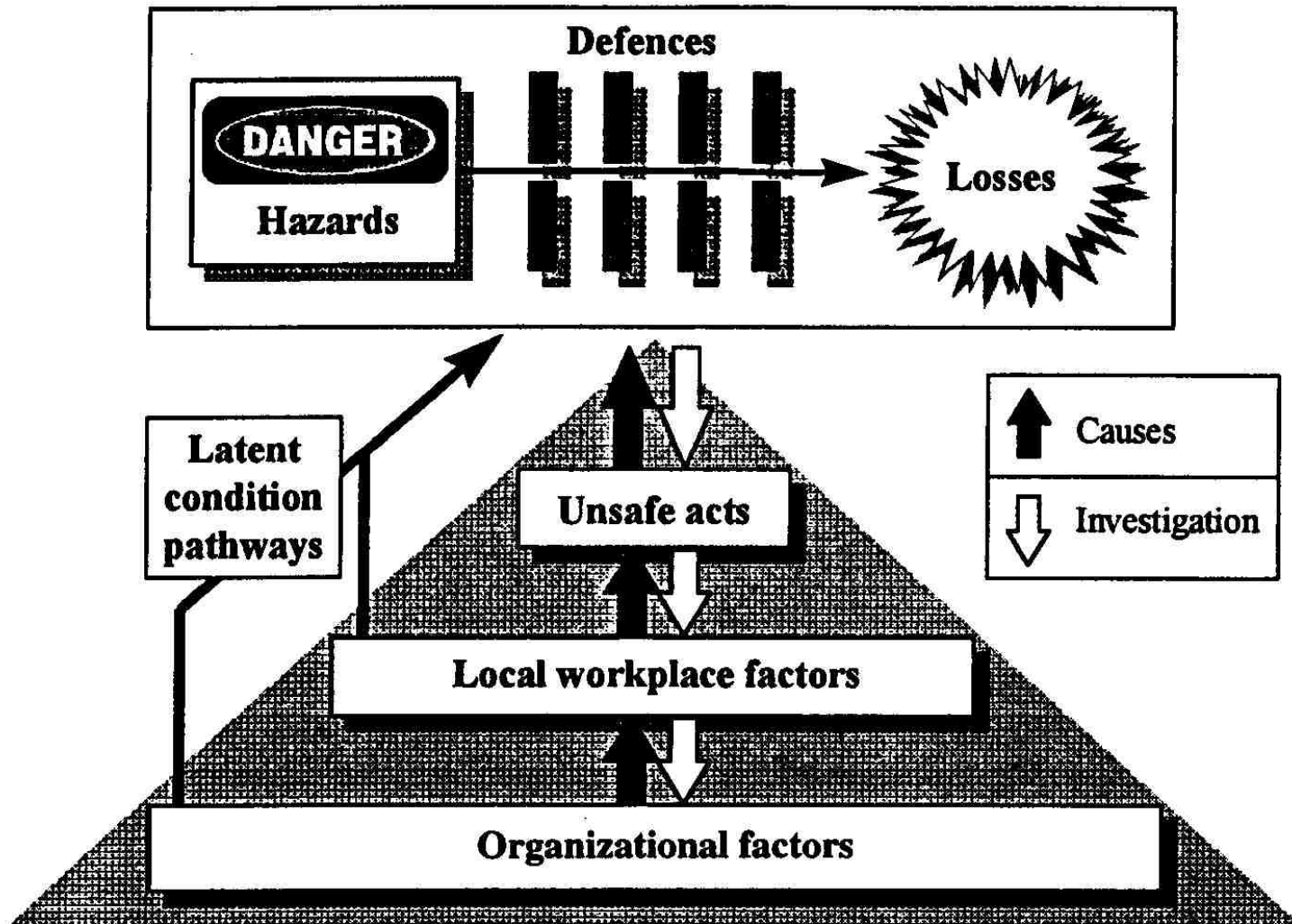


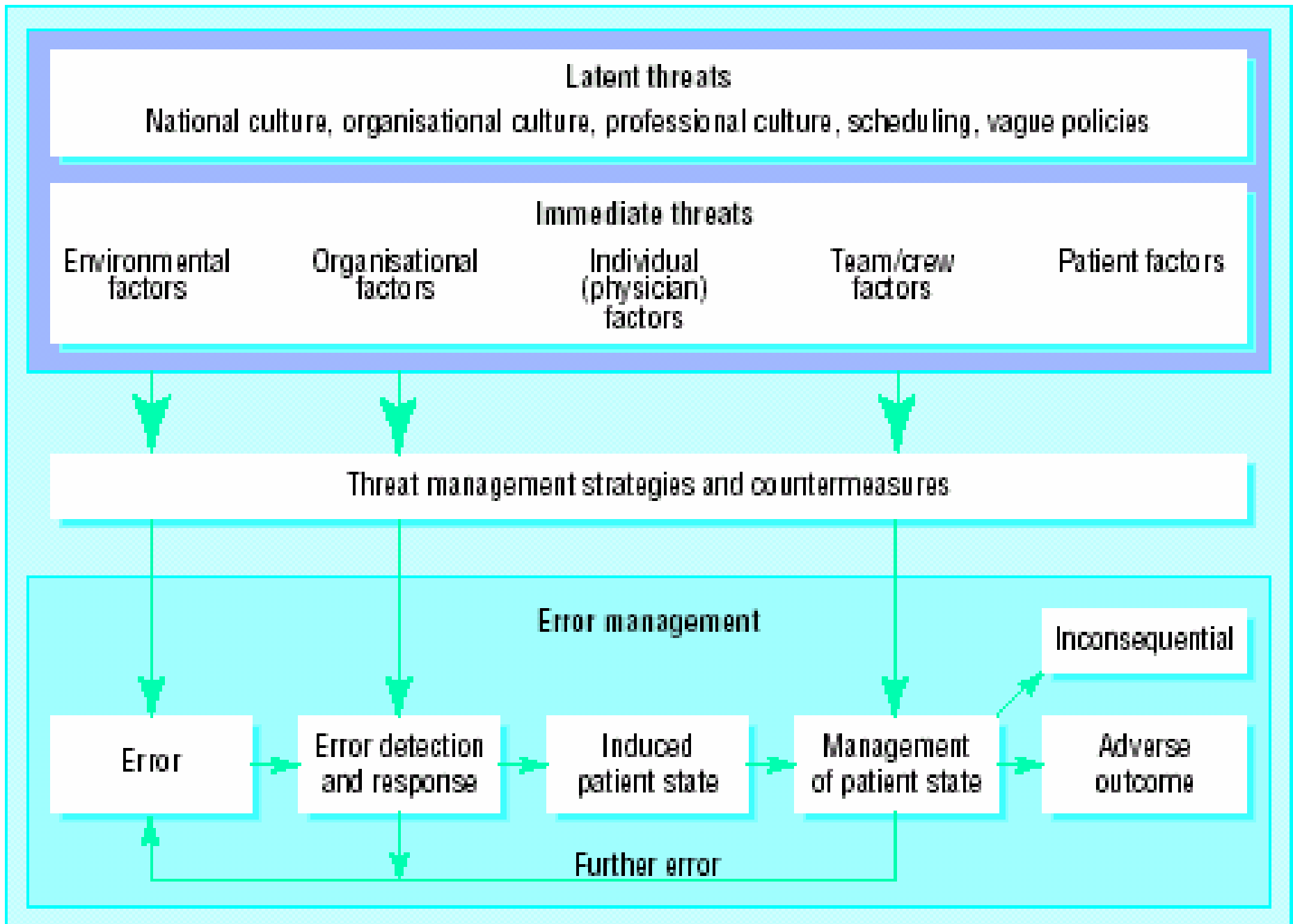
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Analisis Root Causes dari Sentinel Events (All categories; 1995-2003)



Reason (1997): Managing the Risks of Organizational Accidents







Working for Patient Safety
& Efficient Health System

Peran Regulasi untuk Menciptakan Pelayanan Kesehatan yang Aman

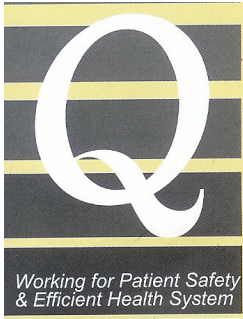
Regulator



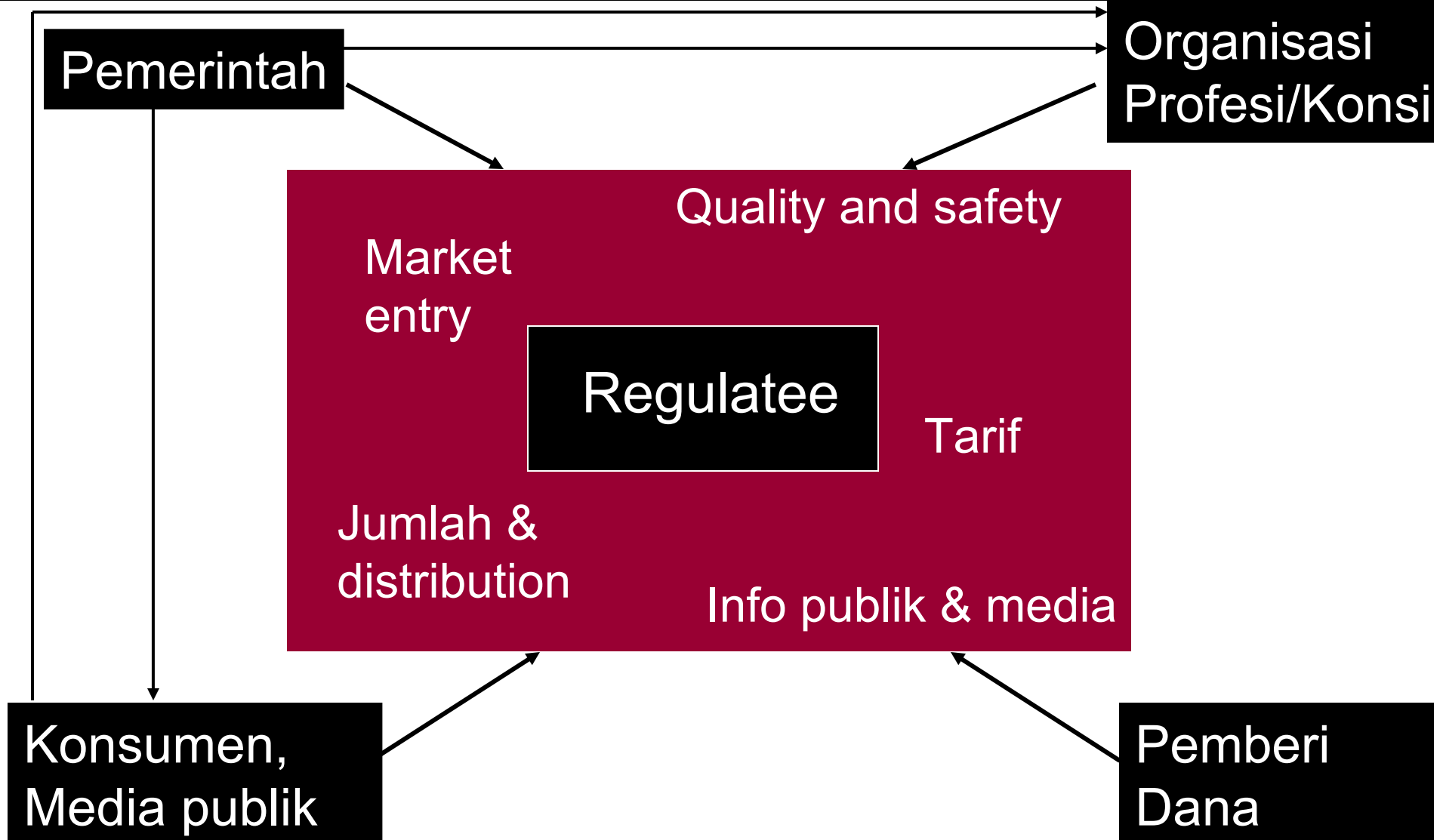
**Regulatee
(yang diregulasi)**

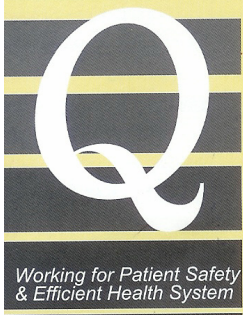
Sistem Kesehatan Nasional

Pemerintah sebagai Pengarah Regulasi



Interaksi Regulator - Regulatee





Dalam SKN (2005)

UKM

Puskesmas

Dinkeskab/kota

Dinkesprop/Depkes

UKP

Puskesmas/swasta

Klinik/RS C-Bnp

**Klinik spesialis/
RS rujukan**

Health Care Safety Net

Core Standards in Key Areas



Patient Safety

ROOM
10

RESPIRATORY ISOLATION

GOWNS - NOT REQUIRED

MASKS - MUST BE WORN BY ALL PERSONS IN CLOSE CONTACT

GLOVES - NOT NECESSARY

ALL PERSONNEL MUST WASH THEIR HANDS
BEFORE ENTERING AND ON LEAVING THE ROOM