

Analysis of the Effect of the Role of Nurse Leadership in the Head of Ward Nurse and the Application of Effective Communication to the Patient Safety Culture

Case Study at the Tangerang EMC Hospital

ABSTRACT

Background: The problem of effective communication is still a high cause in the incidence of patient safety in hospitals. The head of the nursing room as first-line management in nursing has an important task in implementing safety culture.

Objective: to analyze the influence of the role of the head of the nursing room and the application of effective communication to the patient safety culture.

Research Methods: Type of quantitative research with survey method with questionnaire and Structural Equation Model (SEM) analysis method, Amos version 23. Samples of inpatient nurse research were 180 nurses.

Research Results: Parameters for estimating the leadership role of the head of care room have a positive effect on the culture of patient safety obtained at 0.514. Testing the relationship between the two variables shows the value of C.R = 6.538 with probability = 0,000 ($p < 0.05$). The application of effective communication has a positive effect on the culture of patient safety obtained by 0.420. Testing the relationship between the two variables shows the value C.R = 4.724 with a probability = 0,000 ($p > 0.05$). The variable leadership role has a positive effect on the application of effective communication obtained by 0.486. Testing the relationship between the two variables shows the CR value of 6.388 ($p = 0.00 \leq 0.05$).

Keywords: *patient safety culture, leadership role of the head of the room, effective communication*

Analisis Pengaruh Peran Kepemimpinan Perawat Kepala Ruangan Dan Penerapan Komunikasi Efektif Terhadap Budaya Keselamatan Pasien

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ABSTRAK

Latar Belakang: Masalah komunikasi efektif masih menjadi penyebab yang tinggi dalam insiden keselamatan pasien di rumah sakit. Kepala ruang keperawatan sebagai manajemen lini pertama dalam keperawatan mempunyai tugas penting dalam penerapan budaya keselamatan.

Tujuan: untuk menganalisa pengaruh peran kepala ruang keperawatan dan penerapan komunikasi efektif terhadap budaya keselamatan pasien.

Metode Penelitian: Jenis penelitian kuantitatif dengan metode survei dengan kuisioner dan metode analisa Structural Equation Model (SEM), Amos versi 23. Sampel penelitian perawat rawat inap sebanyak 180 perawat.

Hasil Penelitian: Parameter estimasi peran kepemimpinan kepala ruang perawatan berpengaruh positif terhadap budaya keselamatan pasien diperoleh sebesar 0,514. Pengujian hubungan kedua variabel tersebut menunjukkan nilai C.R = 6,538 dengan probabilitas = 0,000 ($p < 0,05$). Penerapan komunikasi efektif berpengaruh positif terhadap budaya keselamatan pasien diperoleh 0,420. Pengujian hubungan kedua variabel tersebut menunjukkan nilai C.R = 4,724 dengan probabilitas = 0,000 ($p > 0,05$). Variabel peran kepemimpinan berpegaruh positif terhadap penerapan komunikasi efektif diperoleh 0,486 Pengujian hubungan kedua variabel tersebut menunjukkan nilai CR sebesar 6,388 ($p = 0,00 \leq 0,05$).

Kata Kunci : *budaya keselamatan pasien, peran kepemimpinan kepala ruangan, komnikasi efektif*