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Implementing national hospital accreditation standards for patient safety

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Abstract

Background: Patient safety is a crucial aspect in improving the quality of healthcare and reducing the risk of preventable injuries in hospitals. Incident data suggests that the quality of care still needs to be improved for safe and quality care.
Purpose: To examine the implementation of the 2022 national hospital accreditation standards for patient safety goals at RSI PKU Muhammadiyah Pekajangan, evaluate the hospital's efforts in reducing patient safety incidents, and assess patient satisfaction.
Method: Qualitative phenomenological approach with in-depth interview techniques and triangulation. Informants consisted of 3 main informants and 5 triangulation informants.
Results: Although the hospital has undertaken various initiatives to reduce risks and enhance patient safety, incidents related to patient safety continue to occur. Nevertheless, the implementation of patient safety measures appears to positively influence patient satisfaction. Survey results indicate an increase in patient satisfaction following the promotion of patient safety programs. Additionally, the hospital achieved a 91.67% score in meeting patient safety goals, reflecting substantial compliance with accreditation standards. The adoption of the Hospital Accreditation Standards in accordance with Ministry of Health Regulation No. 1128 of 2022 has also contributed positively to strengthening patient safety practices.
Conclusion: Findings from in-depth interviews across the dimensions of structure, process, and outcomes indicate that, following accreditation, RSI PKU Muhammadiyah Pekajangan has consistently implemented the Hospital Accreditation Standards in accordance with Ministry of Health Regulation No. 1128 of 2022. A notable reduction in Near Miss (NM) incidents was observed, along with a high level of patient satisfaction. The achievement of full accreditation and adherence to the updated standards have had a positive impact on enhancing patient safety within the hospital.

Keywords: Hospital Accreditation; Patient Safety Goals; Patient Safety Incidents; Patient Satisfaction.

INTRODUCTION

Patient safety plays a pivotal role in maintaining and enhancing the quality of healthcare services. It involves systematic efforts to prevent and minimize risks, errors, and harm to patients during the delivery of medical care. Approximately 2.6 million deaths occur annually across the globe due to preventable causes, most of which are associated with unsafe practices within healthcare facilities (World Health Organization, 2019). In Indonesia, national data from the Ministry of Health in 2022 revealed a total of 2,565 reported patient safety

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incidents in hospitals, comprising 2,402 Unexpected Events (UEs) and 163 Sentinel incidents (Ministry of Health of the Republic of Indonesia, 2022a). These figures highlight the ongoing challenges in ensuring patient safety across healthcare institutions.

To address this issue, the Indonesian government has taken significant regulatory steps, including the issuance of Regulation No. 11/2017 on Patient Safety, which aims to reduce adverse events in hospital settings (Ministry of Health of the Republic of Indonesia, 2017). Further, in 2022, a revised hospital accreditation standard was introduced, emphasizing the establishment of a comprehensive patient safety system in all accredited hospitals (Ministry of Health of the Republic of Indonesia, 2022b).

RSI PKU Muhammadiyah Pekajangan, a Type C hospital, underwent the accreditation process in December 2022 and successfully achieved full accreditation status. In this context, evaluating the hospital's adherence to the updated patient safety standards is crucial to support continuous quality improvement and the attainment of patient safety objectives.

Patient safety incident reports at RSI PKU Muhammadiyah Pekajangan between 2020 and 2022 demonstrate fluctuations in incident occurrences. Near Miss (NM) cases dropped from eight in 2020 to five in 2021 and further to one in 2022. Non-Injury Events (NIEs) increased progressively from two cases in 2020 to four in 2021 and five in 2022. Adverse Events (AEs) also showed a downward trend, with 14 cases reported in 2020, six in 2021, and four in 2022. Although these trends suggest improvements, the persistence of incidents indicates that further efforts are needed to achieve the national target of zero incidents.

RESEARCH METHOD

A qualitative phenomenological approach was conducted at RSI PKU Muhammadiyah Pekajangan, located in Pekalongan Regency, in January until March 2025. Informants were selected using purposive sampling techniques, resulting in a total of eight participants. These included representatives from the Accreditation Team (1), the Quality and Patient Safety Team (1), hospital management (1), room coordinators (3), a physician (1), and a patient (1).

The primary research instrument was a semi-structured interview guide containing questions focused on patient safety, complemented by additional tools such as notebooks, audio recorders, and cameras (mobile phones) to support data collection.

Data were gathered through in-depth interviews conducted between the researchers and informants, using a semi-structured format to allow for both guided and open-ended responses. The research process was carried out in three phases: the pre-field preparation phase, the data collection phase, and the post-fieldwork phase.

To ensure data credibility, triangulation was applied, specifically through data triangulation. The data analysis followed the Colaizzi method, they are: gaining an in-depth understanding of the phenomenon, collecting participant narratives, conducting detailed data analysis, identifying essential themes, validating these themes with the participants, and concluding with the formulation of a comprehensive research report.

The Donabedian model as the analytical framework was implemented to assess the patient satisfaction.

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RESULTS AND DISCUSSION

Table 1. Characteristics of the Informants

Code	Age	Sex	Job	Service (Years)	Education
IU1	31	F	Accreditation Team Leader	7	Dentist, Master of Management
IU2	32	M	Quality Committee Leader	4	General Practitioner
IU3	47	F	Nursing Manager	25	Bachelor of Nursing, Professional
IT1	51	M	Emergency Department Coordinator	33	Bachelor of Nursing
IT2	55	M	Room Coordinator	33	Bachelor of Nursing
IT3	43	F	Operation Room Coordinator	25	Bachelor of Nursing
IT4	30	M	Emergency Department Supervisor	4	General Practitioner
IT5	33	M	Patient Representative	-	Bachelor of Science degree

Table 1 presents the demographic characteristics of the informants. The primary informants (IU) consisted of three individuals, while the triangulation informants (IT) comprised five individuals. Their educational backgrounds ranged from a bachelor's degree to a master's degree. The informants were generally of mature age and had varying durations of work experience. One of the triangulation informants was a parent of a patient who had received care services for more than three days.

Structure Dimension

In-depth interviews were carried out with both primary and triangulation informants, focusing on the eight structural dimensions—namely Physical Facilities, Medical Equipment, Health Workforce, Policies and Procedures, Management and Organizational Structure, Health Information Technology, Education and Training, and Finance. The following findings were obtained from the interviews:

Physical Facilities

Physical facilities in hospitals play a crucial role in ensuring patient safety. Improvements and adjustments to hospital infrastructure are part of the implementation of the National Hospital Accreditation Standards as mandated by Ministry of Health Regulation No. 1128 of 2022, aimed at enhancing safety within healthcare settings. At RSI PKU Muhammadiyah Pekajangan, a director's regulation has been established concerning Facility and Safety Management, which serves to regulate, monitor, and ensure that all physical facilities do not present risks to patients, healthcare personnel, or visitors. This policy aligns with Ministry of Health Regulation No. 40 of 2022, which outlines the technical standards for hospital buildings, infrastructure, and medical equipment (Ministry of Health of the Republic of Indonesia, 2022c).

"...*The physical facilities at RSI PKU Muhammadiyah Pekajangan strongly support the achievement of patient safety, and infrastructure changes are planned in accordance with Hospital Accreditation Standards as outlined in Ministry of Health Regulation No. 1128 of 2022. Failure to comply with these standards may pose risks to staff and patients and could potentially hinder the hospital from achieving full accreditation status*..." (3IU,5IT)

Based on the results of in-depth interviews with key informants and triangulation informants, it was stated that physical facility management effectively improves safety for patients, staff, and visitors.

The quality of the built environment can affect staff job satisfaction, reduction of patient stress, patient satisfaction and reduction of patient falls (Brambilla, Rebecchi, & Capolongo, 2019).

Medical Equipment

Calibrated medical equipment improves efficiency and cost-effectiveness because the results of the

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examination minimize repetitive tests and patients have confidence in the reliability of the medical devices used.

All informants stated that medical equipment at RSI PKU Muhammadiyah Pekajangan has supported the implementation of patient safety standards in accordance with the Hospital Accreditation Standards as outlined in Ministry of Health Regulation No. 1128 of 2022 by conducting maintenance and calibre as well as periodic evaluation of policies and procedures. Supervision of the use of hospital medical equipment is carried out by the Ministry of Health through a system called Application of Facilities, Infrastructure and Medical Devices.

"*...The availability of medical equipment at the hospital is aligned with the services provided and complies with the Hospital Accreditation Standards as stipulated in Ministry of Health Regulation No. 1128 of 2022. Annual calibration and routine inspections are conducted by designated personnel to ensure the equipment remains safe for use in patient care...*" (3IU,5IT)

Periodic maintenance, repair, and calibration of devices used to deliver efficient and high-quality services have become essential. Failure to comply with these rules may result in erroneous outcomes. Calibrations performed routinely not only maintain patient safety, but can maintain device quality and meet regulatory requirements (Kumar, & Choudhary, 2023).

Health Workforce

The quality and adequacy of health workers are key in the implementation of safe services for patients. Based on information from informants, the competence of health workers at RSI PKU Muhammadiyah Pekajangan has been fulfilled. The calculation of manpower requirements takes into account the achievement of room targets and the bed occupation rate.

"*...Health workers are sufficient, especially nurses, the fulfillment of personnel is systematically carried out based on needs and competency requirements and evaluated by the Human Resources department...*" (3IU,4IT)

RSI PKU Muhammadiyah Pekajangan has ensured that both the number and competence of its healthcare personnel are adequate to meet patient care demands. Continuous orientation and training programs are implemented to enhance staff competencies and raise awareness regarding the importance of patient safety. Adequate staffing is a critical component in supporting patient safety; therefore, the hospital promptly addresses workforce gaps when personnel resign. A shortage of nurses may lead to an increased risk of errors in care delivery, potentially compromising patient safety (Tossaint-Schoenmakers, Versluis, Chavannes, Talboom-Kamp, & Kasteleyn, 2021; Griffiths, Maruotti, Saucedo, Redfern, Ball, Briggs, & Smith, 2019).

Policies and Procedures

Hospitals are required to formulate and implement policies and procedures in accordance with the Hospital Accreditation Standards outlined in Ministry of Health Regulation No. 1128 of 2022. Based on in-depth interviews with both primary and triangulation informants, it was revealed that the dissemination of regulations, policies, and procedures has been conducted across relevant work units. These guidelines, documented in the hospital's official manual, must be adhered to by all staff members.

"*...We have been given socialization related to regulations, policies and procedures according to work units that must be obeyed, and training programs are carried out regularly according to competence and evaluated by the training unit in providing services...*" (3IU,5IT)

Document management is carried out systematically and consistently to ensure that all clinical and non-clinical processes in the hospital run in accordance with established guidelines.

The accreditation process encourages changes in hospital policies, procedures and practices, and increases awareness of the importance of quality of care and patient safety among health workers (Miandi, & Peristiowati, 2022).

Management and Organizational Structure

It is important for hospital leaders to ensure that management and organizational structures support patient safety activities. All informants mentioned that the management and organizational structure has

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supported the implementation of patient safety according to accreditation standards and is implemented and evaluated in a structured manner.

"*...The hospital's management and organizational structure are well-established to support patient safety, with various committees and teams—such as the Healthcare Quality and Patient Safety Committee, the Occupational Health and Safety Team, and the Infection Prevention and Control Team—actively working in line with the Hospital Accreditation Standards set by Ministry of Health Regulation No. 1128 of 2022....*" (3IU,5IT).

Accreditation standards require RSI PKU Muhammadiyah Pekajangan to have an organizational structure and guidelines for leadership governance by applying the principles of coordination, integration, simplification, synchronization within the hospital environment, aiming to create an effective, efficient, and accountable hospital organization in order to achieve the hospital's vision and mission.

The success of patient safety programs and improving patient safety depends on good leadership. Leaders must set priorities for strategic plans, culture and infrastructure to improve patient safety (Engineer, & Dhamanti, 2022).

Health Information Technology

Information technology at RSI PKU Muhammadiyah Pekajangan has been integrated with various systems in the hospital to monitor and improve patient safety. The system enables real-time monitoring of quality indicators, incident reports, and patient safety screening, which is helpful in ensuring that patient safety standards are well implemented.

Based on the interview results, the informant explained that health information technology at RSI PKU Muhammadiyah Pekajangan has been implemented in services and evaluated by officers in accordance with their authority to improve the quality of patient safety in reference to accreditation standards.

"*...Our health information technology is already integrated—for example, we use electronic medical records (EMR), conduct patient safety screenings during initial registration, and generate reports on safety indicators and incidents. These can all be monitored and accessed according to each user's level of authority, which really helps us improve the overall quality of patient safety...*" (3IU,5IT)

Reliable, efficient, and individualized care requires a level of data mastery and coordination that can only be achieved with increased use of information technology. Information technology can substantially improve the safety of medical care by structuring actions, discovering errors, and providing patient-centred and evidence-based decision support (Richemond, & Huggins-Jordan, 2023).

Education and Training

Based on the results of in-depth interviews with informants, it shows that RSI PKU Muhammadiyah Pekajangan has carried out quality improvement in patient safety according to the Hospital Accreditation Standards based on Ministry of Health Regulation Number 1128 of 2022 accreditation standard in the chapter on staff qualifications and education.

"*...Education and training is carried out and evaluated for effectiveness regularly by the training unit, there is a refresh and upgrade of knowledge with the standard being each employee 20 hours per year referring to the 2022 Hospital Accreditation Standards...*" (3IU,5IT)

Education and training for health workers is carried out routinely, structured and continuously facilitated by the Education and Training unit to ensure that the training provided is effective in increasing awareness of patient safety practices. The results of the evaluation of the achievement of the education and training quality standard target set by the hospital of 20 hours per year are currently only 80% achieved.

Hospitals can reduce the risk of patient safety incidents, reduce the risk of adverse events, improve the quality of care and enhance patient safety by updating the knowledge and skills of healthcare workers through continuing education and training (Alanazi, 2023).

Finance

Improving hospital services including medical devices, access to health care, quality services, and health development requires robust, stable, and sustainable health cost planning. Improving patient safety is one of the top priorities in hospital

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management, and financial budgets play an important role in achieving this goal.

"*...The budget is planned as part of our annual budgeting process, including allocations for equipment that support quality and safety improvements. We also carry out an annual evaluation to assess how well the budget has been implemented...*" (3IU,5IT)

RSI PKU Muhammadiyah Pekajangan is committed to the implementation of Hospital Accreditation Standards based on Ministry of Health Regulation Number 1128 of 2022 and has allocated a budget to improve the quality of patient safety, including an accreditation budget contained in the annual budget plan and an evaluation of the achievement of budget implementation each year.

Improving the quality of hospital services and patient safety depends not only on the skills and knowledge of medical staff, but also on infrastructure, technology, and policies supported by good hospital health financing planning (Hidayat & Sari, 2021; Bakhtiar, 2022).

Process Dimension

In-depth interviews were conducted with both primary and triangulation informants regarding the process dimension, which encompasses aspects such as accurate patient identification, enhancing effective communication, improving the safety of high-alert medications, ensuring the correct site, procedure, and patient for surgical or invasive interventions, minimizing the risk of healthcare-associated infections, and preventing patient injuries due to falls. The results obtained are as follows:

Correctly Identifying Patients

Hospitals need to consistently implement proper patient identification procedures to prevent the occurrence of adverse safety incidents as per Hospital Accreditation Standards based on Ministry of Health Regulation Number 1128 of 2022. Errors in patient identification can impact various aspects of care, such as misdiagnosis, medication administration, or implementation of medical procedures.

"*...Patient identification has been carried out in accordance with the policy. For example, when calling a patient, they ask for their name and date of birth, at least two identifications and are evaluated through the hospital quality indicator system report...*" (3IU,5IT)

RSI PKU Muhammadiyah Pekajangan identifies patients from the time of admission in accordance with the Director's policy on patient identification which explains and regulates patient identification procedures, how to put on an identity bracelet, reporting incidents/incidents of patient identification errors and identification algorithms. This policy includes appropriate identification measures, such as ensuring patients are identified by asking for their name and date of birth, as well as the use of dual identities on labeling such as blood samples and breast milk labels, carried out since patient registration, and evaluated regularly by the patient safety quality committee (De Rezende, & Melleiro, 2022).

Improving Effective Communication

Effective communication is key in ensuring patient safety, reducing errors, and ensuring the right information is received by all parties involved. The results of in-depth interviews with key informants and triangulation explained that effective communication is carried out using all available media in the hospital both between personal, units and sections to reduce the risk of errors in serving patients in accordance with existing policies, procedures. Efforts to improve effective communication skills to reduce the risk of errors are carried out by the Training Unit programmatically and informed through existing media in the hospital.

"*...Effective communication has been carried out using all media in the hospital both inter-personal, unit and section to reduce the risk of errors in serving patients and officers have been trained for effective communication training to reduce the risk of errors...*" (3IU,5IT)

Staff compliance in implementing effective communication with patients is evaluated and reported monthly by the patient safety quality improvement committee in accordance with the Director's regulations. This regulation covers the definition of effective communication, communication methods, procedures and is evaluated periodically through reports on the achievement of hospital quality indicators.

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Effective communication among health workers, especially nurses, plays an important role in improving patient safety and quality of care in hospitals (Noviyanti, Ahsan, & Sudartya, 2021).

Improving the Safety of Precautionary Drugs

Improving the skills and knowledge of staff in the management of high-risk medicines is an important aspect of patient safety. Policies and procedures to reduce the risk of errors in the administration of medicines must be routinely evaluated through quality indicators in accordance with Hospital Accreditation Standards Based on Ministry of Health Regulation Number 1128 of 2022 with the Director's regulation on pharmaceutical services which regulates planning, receiving, storing, managing drugs, distributing drugs, destroying and monitoring and evaluating drugs.

"*...The management of high-risk drugs is in accordance with standards based on policies and regulations, there are measures to reduce the risk of errors in drug administration and have been implemented routinely evaluated through quality indicators...*" (3IU,5IT)

Drug administration errors consist of prescribing errors including illegible, incomplete, and polypharmacy prescriptions, dispensing errors including errors in reading LASA prescriptions, dosage, quantity of drugs, writing rules of use and etiquette, as well as the absence of drugs and negligence in reconstitution and administration errors resulting from giving drugs to the wrong patient because of the same patient name (Mahardika, & Rozany, 2025).

Ensuring Right Side, Right Procedure, Right Patient in Surgery/Invasive Actions

The results of in-depth interviews with key informants and triangulation obtained data that the hospital has implemented a policy in accordance with the director's decision on surgical service safety guidelines that regulates the preoperative verification process, surgical site marking, time-out, sign-out, surgical patient safety checklist, documentation and reporting system. Staff compliance with the implementation of patient safety goals is monitored with a checklist form and evaluated regularly.

"*...The process of verifying patients, procedures, and correct side before performing surgery or invasive actions has been implemented starting from the treatment room, continued in the operating room and documented according to the checklist and evaluated through unit quality indicators...*" (3IU, 5IT)

Implementation of the WHO Surgical Safety Checklist in hospitals can significantly improve quality of care, cost efficiency, reduce mortality and complications, and strengthen the culture of safety in the surgical environment (Alsadoun, Sanipini, Khleif, Ashfaq, Shehryar, Berhane, & Khan, 2024).

Reducing the Risk of Healthcare-Associated Infections

Prevention of healthcare-associated infections is essential for patient safety (Faridath, Rosyidah, & Aryani, 2021). The results of in-depth interviews with key informants and triangulation obtained data that the hospital has implemented a programme to reduce the risk of infections due to health care by conducting monitoring carried out by the IPC team routinely referring to the director's regulation on infection prevention and control guidelines which contain infection control and prevention guidelines in hospitals, standard precautions and based on transmission, how to prevent and control infections related to health services with HAIs Bundles, surveillance of infections related to health services, education and training, antimicrobial resistance control and monitoring and evaluation.

"*...There are already infection prevention policies and procedures from the Infection and Prevention and Control committee and regular monitoring is carried out such as swab checks on cutlery, medical devices, rooms and we also monitor air quality including temperature and humidity, especially the operating room...*" (3IU, 5IT)

RSI PKU Muhammadiyah Pekajangan has implemented infection prevention activities through a programme of swabbing cutlery and medical devices, monitoring air quality, temperature and humidity in the room and compliance with handwashing by staff.

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Reducing the Risk of Patient Injury from Falls

Hospitals are required to conduct initial fall risk screening on every inpatient and outpatient. Falls risk management is included in the patient safety assessment and clinical risk prevention elements.

Hospitals must have fall prevention policies and procedures and must report patient falls, whether they cause injury or not, into the patient safety incident reporting system. Hospitals need to provide training to healthcare workers on fall risk prevention on a regular basis. All results of fall risk assessment, intervention, and evaluation must be well-documented in the patient's medical record.

RSI PKU Muhammadiyah Pekajangan has implemented the director's regulation in regulating outpatient and inpatient fall risk management, fall risk assessment based on scale score, documentation of fall risk assessment, provision of fall risk information and nursing records.

"*...The strategy to reduce the risk of falling patients has been carried out screening from the beginning of patient registration through a fall risk check list and involving families in patients at risk of falling, by educating them to take care of them...*" (3IU,5IT)

The results of in-depth interviews with key informants and triangulation show that RSI PKU Muhammadiyah Pekajangan has implemented a programme to reduce the risk of patient injury due to falls. Patients at risk of falling will be given special marks on the body and bed of the patient and through the hospital information system, as well as involving families.

Hospitals must be proactive in managing fall management to ensure patient safety starting from patient factors, infrastructure and health workers. Because patients who suffer serious injuries due to falls will experience longer hospitalization and higher costs.

Hospital infrastructure and nurse compliance in implementing standard operating procedures (SOPs) to reduce the risk of falls in hospitals must be considered (Jumila, 2021; Kim, Lee, Jung, Kwon, & Lee, 2022).

Outcome Dimension

In-depth interviews with primary and triangulation informants were conducted to explore the process dimension, which includes the rate of patient safety incidents, patient satisfaction related to safety, and the extent to which patient safety accreditation requirements are met. The following findings were obtained:

Patient Safety Incident Rate

The results of in-depth interviews with key informants and triangulation obtained data that RSI PKU Muhammadiyah Pekajangan has implemented a programme to reduce patient safety risks by conducting routine measurement and monitoring.

"*...The Patient Safety Incident Rate has been measured and monitored by the patient safety team, using an incident reporting system, analysing incident data regularly, conducting Root Cause Analysis (RCA), setting safety indicators, conducting internal audits, and running training and continuing education programs for all staff...*" (3IU, 5IT)

The report of the Patient Safety Quality Committee of RSI PKU Muhammadiyah Pekajangan regarding the occurrence of patient safety incidents as listed in table 2.

Table 2. Patient Safety Incident in 2023 and 2024

Incident	2023	2024
Sentinel (SE)	0	0
Near Miss (NM)	42	21
Non-Injury Event (NIE)	21	22
Adverse Event (AE)	7	45
Hazardous Condition (HC)	1	0
Total	**71**	**88**

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Table 2 displays the total number of patient safety incidents, with 71 cases recorded in 2023 and an increase to 88 cases in 2024. Notably, no sentinel events were reported during these two years. The data indicate that patient safety incidents continue to occur annually. One contributing factor may be the level of staff compliance in executing their responsibilities, including adherence to supervision protocols and commitment to fostering a patient safety culture.

Health services in complex hospitals are very prone to errors, so it is important to establish a joint system that is oriented towards patient safety by making policies and procedures referring to existing requirements and regulations. One of them is by carrying out hospital accreditation (Widowati, Nugraha, & Adawiyah, 2022).

Safety-related Patient Satisfaction

The results of in-depth interviews with key informants and triangulation obtained data that RSI PKU Muhammadiyah Pekajangan has implemented a patient satisfaction survey programme for hospital services every month to measure quality and quality to patients.

"...Patient satisfaction has increased after the implementation of patient safety efforts, as evidenced by the results of questionnaires to patients who have received services..." (3IU, 5IT)

Table 3. Patient Satisfaction in 2023 and 2024

Month	(%) 2023	(%) 2024
January	91.02	95.85
Febuari	91.73	92.65
March	91.62	90.65
April	91.50	92.74
Mey	85.92	93.37
June	87.58	96.04
July	85.36	91.65
August	86.91	74.92
September	86.94	92.65
October	85,83	95.98
November	86.50	95.60
December	98.94	83.05
Average	**89.15**	**91.26**

Table 3 illustrates that patient satisfaction at RSI PKU Muhammadiyah Pekajangan averaged 89.15% in 2023 and increased to 91.26% in 2024, reflecting a 2.11% improvement. The implementation of patient safety measures in the hospital has contributed positively to enhancing both patient safety and comfort during the course of treatment.

The level of satisfaction of patients who receive hospital services must be evaluated continuously to ensure that patient safety standards have an impact on improving service quality (Oktarina, Nofriadi, Rafki, & Syafwandi, 2024).

Level of Fulfillment of Patient Safety Accreditation Requirements

Hospital accreditation is an external evaluation process that assesses whether a hospital meets certain standards in providing safe and quality health services (Hussein, Pavlova, Ghalwash, & Groot, 2021).

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The results of in-depth interviews with key informants and triangulation obtained information that RSI PKU Muhammadiyah Pekajangan fulfills accreditation requirements by conducting continuous improvement evaluations. By implementing Hospital Accreditation Standards based on Ministry of Health Regulation Number 1128 of 2022 in the hospital, patient safety target standards can reduce the risk of patient safety incidents.

"...RSI PKU Muhammadiyah Pekajangan has fulfilled 94.92% of the Hospital Accreditation Standards Based on Ministry of Health Regulation Number 1128 of 2022 requirements. Implementation and evaluation are carried out routinely, which has been proven to reduce patient safety risks and incidents and improve service quality..." (3IU, 5IT)

The achievement of accreditation carried out by RSI PKU Muhammadiyah Pekajangan on the assessment element of patient safety goals is 91.67% and the average achievement of the results of the assessment elements is 94.92%. This result, according to the accreditation graduation requirements, is categorized as a plenary predicate because all standards of the assessment element are more than 80%.

The implementation of this policy has had a positive impact on reducing the risk of patient safety incidents. Accreditation is not only a measuring tool for compliance with standards, but also an integral part of ongoing efforts to improve the safety and quality of health services at RSI PKU Muhammadiyah Pekajangan (Miandi, & Peristiowati, 2022).

CONCLUSION

In-depth interviews conducted across the dimensions of structure, process, and outcomes revealed that following accreditation, RSI PKU Muhammadiyah Pekajangan has consistently applied the Hospital Accreditation Standards in accordance with Ministry of Health Regulation No. 1128 of 2022. This consistency is reflected in the reduction of Near Miss (NM) incidents and a high level of patient satisfaction. The attainment of full accreditation and compliance with the updated standards have had a significant positive impact on improving patient safety within the hospital.

SUGGESTION

Continuous monitoring and strong commitment from all components of healthcare providers are essential to ensure sustained implementation. This ongoing effort enables RSI PKU Muhammadiyah to maintain accountability for its accreditation status and consistently deliver high-quality healthcare services.

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