

## Effect of Nursing Internal Audit to Quality of Patient Safety in the Third Class Surgery Ward Ulin Hospital Banjarmasin

Qomariyatus Sholihah<sup>1</sup>, Arbainsyah<sup>2</sup>

<sup>1</sup>Section OHS, Public Health Program, Faculty of Medicine, Lambung Mangkurat University, Banjarbaru Kalimantan, Indonesia 70714

<sup>2</sup>Ulin Hospital, Banjarmasin, South Kalimantan

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### ABSTRACT

The objective of this study was to determine and analyze the effect of internal audit and the quality to patient safety. The study population was all nurses in third class surgery ward Ulin hospital Banjarmasin. This research is classified as quantitative descriptive. Study was developed to test the research hypotheses that have been formulated so as to explain the relationship between variables, the sample size of 30 nurses and sampling using census. To identify the internal audit and quality of patient safety, researchers used a questionnaire with Likert scale instrument. The method of analysis used to test the hypothesis in this study is a simple linear regression analysis. The results of this study are internal audit significantly affect the quality of patient safety.

**KEYWORDS:** *internal audit, nursing documentation, patient safety*

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### INTRODUCTION

Hospital as one part of health care facilities and health care units are highly needed in support of health efforts. The delivery of health services in hospitals and organizations have characteristics that are very complex. Various kinds of health personnel with diverse science, interact with each other. Science and medical technology is growing very rapidly, needs to be balanced by adequate health personnel in giving quality and standardized services.

Act of 1945 and article 28 of Law-Act No. 36 of 2009 on Health, stated that health is a right of every citizen. Therefore every individual, family and community entitled to receive the protection of health, and the government is responsible for regulating healthy life for citizen's right were fulfilled.<sup>1</sup>

Hospitals should not only provide services only but also able to provide improved level of health with regard to the protection and safety of patients through the various functions above (Law no. 442009)<sup>2</sup>. Health worker generally is a unit consisting of medical personnel, maintenance personnel, paramedics and non-care non-medical personnel. And all categories of health personnel who working hospitals, nursing personnel is personnel who have long contact time with patients longer than other health workers, so that they have an important role in determining whether good or bad quality of health services at the hospital. However, it should be recognized that the role of nurses in providing quality services still require the attention of management.

Nursing audit is a process that assesses the data analysis of the results of the nursing process or nursing care to patients to evaluate the feasibility and effectiveness of nursing actions, this will increase the responsibility and accuracy of nurses. Internal audits can be measured from nursing care, the patient's vital signs graph sheet, list of medicine administration.<sup>3</sup> When the internal audit conducted, and audit can support efforts to improve health status regard to patient safety.

Safety of patients according to the WHO, stated that patient safety is a fundamental principle of service and is a critical component in quality management. Policy on a system that is designed to prevent or reduce injury patients in improving patient safety is more real. Quality improvement in hospitals has led to quality improvement in patient safety motivated. According to Hughes, 2008 said that the first step to improve quality service is safety, while the key and service is the build quality and safety to patient safety..

Quality of patient safety is all the effort that has been standardized by the Ministry of Health with the goal to reduce injuries to patients during interventions in health care. There are several indicators to measure the quality of patient safety namely: patient falls, pressure sores and medicine administration.<sup>3</sup>

Preliminary studies have been performed in the surgery ward third class at Ulin Banjarmasin hospitals, found that patients experiencing the presence of pressure sores, as shown in the following table:

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\*Corresponding Author: Qomariyatus Sholihah, Section OHS, Public Health Program, Faculty of Medicine, Lambung Mangkurat University. Banjarbaru Kalimantan, Indonesia 70714 E-mail: qoqom\_kuncoro@yahoo.co.nz

Table 1.Data of patient who experiencing pressure sores in Surgery Ward third class Ulin Banjarmasin Hospital.

| No           | Month     | Freq. | Sum |
|--------------|-----------|-------|-----|
| 1            | September | 1     | 1   |
| 2            | October   | 1     | 1   |
| 3            | December  | 1     | 1   |
| Total Number |           |       | 3   |

Based on Table 1 obtained the persistence of pressure sores experienced in patients who cared in third class surgery ward Ulin Banjarmasin hospital, it indicates that the SOP (Standard Operating Procedure) is not performed maximally by nurses in third class surgery ward Ulin Banjarmasin hospital, while doing their job, so still found cases of decubitus complications experienced by patients during hospitalization.

Look at the above background, it is very important implementation of patient safety carried out in accordance with the standards predefined with the aim to improve quality of patient safety and reduce risk of injury in patients treated in the surgery ward third class at Ulin Banjarmasin hospital. This study aims to find out the internal audit of the safety quality in patient nursing, at third class surgery ward Ulin hospital Banjarmasin.

### RESEARCH METHODS

This study was classified as descriptive quantitative research. Implementation of descriptive research is not limited to the collection and compilation of data from sample, but also the analysis and interpretation of the data. This study is based on the opinion of the respondents / sample on the questionnaire.

The place of research was in the third class surgical ward Ulin hospital Banjarmasin, at Jalan Ahmad Yani No. 43 Banjarmasin. Research period was during January 16, 2014 until February 10, 2014. Samples in this study were nurses in the third Class surgical ward Ulin hospital Banjarmasin many as 30 people, men and women, aged from 24 to 38 years with year of service 1 to 15 years.

Sources of data collection were using questionnaires, interviews, and observations. Internal audit questionnaire measuring instrument patient safety and quality of the questions have valid with range  $r$  count more than 0.3 and reliable with Cronbach alpha values over 0.7.

The technique uses simple linear regression analysis by computer program SPSS. The hypothesis in this study is that there is the influence of the internal audit of the quality of nursing in patient safety in the third class surgical ward Ulin hospital Banjarmasin.

### RESULTS AND DISCUSSION

Based on the results of the questionnaire obtained an average value of internal audit in the overall third class surgical ward Ulin hospital Banjarmasin within category in accordance with what is expected by the patient. Nurses at the hospital should provide the best service to provide safety quality to the patient. Every hospital needs to provide the best quality assurance to their customer, for that each hospital will need to use strategy in order to improve and enhance the quality of patient care safety.

However, improving the quality of services or service is not easy, a lot of factors that should be considered that these efforts have broad impact on the culture of the organization, for example by conducting research to identify the determination of what services are most important to the patient, not exaggerating communication messages to patients as more and more appointments given the high expectations of consumers will and means greater chance for quality unfulfilled or be met.

Internal audit is a process that assesses the data analysis of the results of the nursing process or nursing care to patients to evaluate the feasibility and effectiveness of nursing actions would be responsible, it will increase nurse accountability.<sup>3</sup> Internal audit and hospitals accreditation is very important to guarantee the quality of the services provided conform to the standards expected by users of hospital services.

Based on the average value results of the quality to overall patient safety in the third class surgical ward Ulin hospital Banjarmasin was in good category. Quality improvement in hospitals has led to motivation in patient safety quality improvement. The initial step to improve quality service is safety, while the key and service quality and is safe to build on patient safety.<sup>4</sup> The hospital needs to take inventory of medical and nursing equipment so that the equipment is not feasible to use should be replaced with new equipment. Good health equipment facilitate employee to do their job but instead have improper equipment may also lead to undesirable events or risk of injury as well as being a transmission medium of nosocomial infections.

However, efforts to improve patient safety can be done with a variety of strategies. In principle, a patient safety strategy will lead the service recipients safety guaranteed for hospitalized patient so that they will always choose a hospital that has been able to implement the patient safety program.

Based on test results or prerequisite assumptions for simple linear regression test, the results showed that the data were normally distributed for both variables with the Kolmogorov-Smirnov significance value of  $0.148 > 0.05$  for variable internal audit of nursing and  $0.140 > 0.05$  for the variable quality of patient safety . While testing the assumption of linearity between the variables that generate internal audit quality nursing with patient safety have a linear relationship ( $0.003 < 0.05$ ). Therefore, it can do a simple linear regression testing.

Table 2.Results of Simple Linear Regression Test

|                    |   | <b>R</b> | <b>R Square</b> | <b>t</b> | <b>Sig.</b> |
|--------------------|---|----------|-----------------|----------|-------------|
| Regressi<br>with Y | X | 0,482    | 0,232           | 2,907    | 0,007       |

Based on the above table the results obtained relationship between internal audit quality nursing with patient safety at 0,482 with the influence of the internal audit of the quality of nursing patient safety by 23.3 % and 76.7 % influenced by other factors , such as knowledge , motivation, performance, training, facilities and infrastructure .Measurement variable X (internal audit) on the quality of patient safety (Y), in this study include nursing care, vital signs chart and a list of daily drug administration. Based on the test table 2 shows that the internal audit significantly affect the quality of patient safety (t count > t table,  $2.907 > 1.390$  and  $0.007$  significance  $< 0.05$ ). This is understandable because the better the internal audit obtained by hospital the more patients using inpatient services in the third class surgical ward Ulin hospital Banjarmasin. If this is followed by an increase in knowledge, motivation, performance, compliance officers to implement the SOP (Standard Operating Procedure) and MSS (Minimum Service Standards), patient safety training, facilities and infrastructure, reward and punishment are carried out by the hospital management as well as increase employee welfare, the audit and accreditation are well able to improve patient safety in inpatient Ulinhospitals Banjarmasin. Management improve patient safety in the third class surgical ward Ulin hospital Banjarmasin, then the supporting factors must be considered, implemented and adhered to by all personnel who work in hospitals .

## CONCLUSION

Based on the results of research and analysis, it can be concluded that there is a significant relationship between nursing internal audit andpatient safety quality in the third class surgical ward Ulin hospital Banjarmasin.

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