ABSTRACT

Exploring Strengths and Gaps in Patient Safety Culture at RSUD I.A. Moeis Hospital, Samarinda

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Background : Patient safety culture supports healthcare quality through safe care, communication, incident reporting, and organizational learning. Favorable overall perceptions may conceal weaknesses in specific safety practices.

Objective : To assess five dimensions of patient safety culture and examine variations by work setting and direct patient contact at RSUD I.A. Moeis Regional Hospital, Samarinda, Indonesia.

Research Methods/ Implementation Methods : This cross-sectional analysis included 257 staff responses collected from January to August 2026 using the 34-item Hospital Patient Safety Culture Survey. Ten negatively worded items were reverse-coded. Positive-response proportions and equally weighted composite scores were calculated. Overall Cronbach's alpha was 0.863 (dimension alpha: 0.624–0.818). Kruskal–Wallis and Mann–Whitney U tests assessed group differences, while Spearman correlation assessed ordinal associations.

Results : The overall patient safety culture score was 71.47%. Leadership scored highest (81.71%), followed by communication (78.15%) and management support (76.76%); incident reporting scored lowest (52.33%). Strengths included mutual respect, shift-change communication, and teamwork under high workload (93.4%–93.8%). Positive responses were low for extended working time (21.4%), staffing adequacy (41.6%), and the reverse-coded item concerning mistakes being held against staff (42.8%). Nearly half (46.7%) reported no incident reports in the previous 12 months; this alone does not establish underreporting. Scores differed across 13 work units ($p = 0.003$; effect size = 0.074), with median scores of 62.5%–85.0%. Staff with direct patient contact had higher median scores than those without contact (74.3% vs. 68.2%), but the difference was not significant ($p = 0.059$).

Conclusion/Lesson Learned : Improvement should prioritize staffing adequacy, workload management, psychologically safe incident reporting, and organizational learning while maintaining leadership and communication strengths.

Keyword : patient safety culture; incident reporting; safety climate; healthcare quality; hospital