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PROCEEDINGS

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Strengthening Hospital Competitiveness
to Improve Patient Satisfaction and
Better Health Outcomes

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MODEL OF PATIENT SAFETY BEHAVIOR AFFECTED BY SAFETY CULTURE AND ATTITUDE OF THE PATIENT: A CASE STUDY AT PKU MUHAMMADIYAH HOSPITAL, BANTUL, YOGYAKARTA

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ABSTRACT

Background: Patient safety is an important issue of in-hospital services. Appropriateness in health services, speed, and freedom from danger and error are the three main elements of patient safety. There is a need to be built culture and attitudes of patient safety by medical personnel, nurses, and doctors, to realize patient safety behavior. This study aimed to investigate the model of patient safety behavior affected by a safety culture and attitude of the patient.

Subjects and Method: This was a case study conducted at PKU Muhammadiyah Bantul Hospital, Yogyakarta, Indonesia. A sample of clinical practitioners, i.e. doctors and nurses was selected for this study. The dependent variable was a model of patient safety behavior. The independent variables were the culture and attitude of patient safety. The data were collected by questionnaire and analyzed using PLS-SEM.

Results: The model of patient safety behavior had a good level on the goodness of fit. Patient safety culture was positively associated with patient safety behavior. Patient safety attitude was positively associated with patient safety behavior.

Conclusion: Patient safety behavior can be improved by increasing culture and patient attitude of patient safety by nurses and doctors in providing health services in hospitals.

Keywords: patient safety, behavior model, culture safety

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