

Documents

Wijaya, M.I.^a, Mohamad, A.R.^a, Hafizurrachman, M.^b

Shift schedule realignment and patient safety culture

(2020) *International Journal of Health Care Quality Assurance*, 33 (2), pp. 145-157. Cited 1 time.

DOI: 10.1108/IJHCQA-04-2019-0080

^a Faculty of Medicine, University of Cyberjaya (UoC), Cyberjaya, Malaysia

^b Sekolah Tinggi Ilmu Kesehatan Indonesia Maju (STIKIM), Jakarta, Indonesia

Abstract

Purpose: The purpose of this paper is to assess the association between shift schedule realignment and patient safety culture. **Design/methodology/approach:** Using difference in differences model, BIMC Hospitals and Siloam Hospital Bali were compared before and after shift schedule realignment to test the association between shift schedule realignment and patient safety culture. **Findings:** Shift schedule realignment was associated with a significant improvement in staffing (coefficient 1.272; 95% CI 0.842 – 1.702; $p < 0.001$), teamwork within units (coefficient 1.689; 95% CI 1.206 – 2.171; $p < 0.001$), teamwork across units (coefficient 1.862; 95% CI 1.415 – 2.308; $p < 0.001$), handoffs and transitions (coefficient 0.999; 95% CI 0.616 – 1.382; $p < 0.001$), frequency of error reported (coefficient 1.037; 95% CI 0.581 – 1.493; $p < 0.001$), feedback and communication about error (coefficient 1.412; 95% CI 0.982 – 1.841; $p < 0.001$) and communication openness (coefficient 1.393; 95% CI 0.968 – 1.818; $p < 0.001$). **Practical implications:** With positive impact on patient safety culture, shift schedule realignment should be considered as quality improvement initiative. It stretches the compressed workload suffered by staff while maintaining 40 h per week in accordance with applicable laws and regulations. **Originality/value:** Shift schedule realignment, designed to improve patient safety culture, has never been implemented in any Indonesian private hospital. Other hospital managers might also appreciate knowing about the shift schedule realignment to improve the patient safety culture. © 2020, Emerald Publishing Limited.

Author Keywords

Difference in differences; Indonesia; Patient safety culture; Shift schedule

Index Keywords

adult, article, controlled study, drug safety, human, Indonesia, manager, patient safety, private hospital, shift schedule, teamwork, total quality management, workload, health care personnel, Indonesia, organization and management, patient safety, personnel management, psychology, questionnaire, safety; Health Personnel, Hospitals, Private, Humans, Indonesia, Patient Safety, Personnel Staffing and Scheduling, Quality Improvement, Safety Management, Surveys and Questionnaires

Correspondence Address

Wijaya M.I.; Faculty of Medicine, Malaysia; email: indra@bimcbali.com

Publisher: Emerald Group Publishing Ltd.

ISSN: 09526862

PubMed ID: 32012498

Language of Original Document: English

Abbreviated Source Title: Int. J. Health Care Qual. Assur.

2-s2.0-85078937908

Document Type: Article

Publication Stage: Final

Source: Scopus

