

PELATIHAN MENINGKATKAN KOMUNIKASI EFEKTIF MENUJU KESELAMATAN PASIEN DI FASILITAS PELAYANAN KESEHATAN

PENDAHULUAN

Kegiatan komunikasi pada prinsipnya adalah aktivitas pertukaran ide atau gagasan. Komunikasi dapat efektif apabila pesan diterima dan dimengerti sebagaimana dimaksud oleh pengirim pesan, pesan ditindaklanjuti dengan sebuah perbuatan oleh penerima pesan dan tidak ada hambatan untuk hal tersebut. Menurut berbagai survei ± 85% kesuksesan hidup berkaitan langsung dengan kemampuan berkomunikasi dengan baik. Komunikasi merupakan alat yang efektif untuk mempengaruhi tingkah laku manusia. Keberhasilan misi sebuah rumah sakit sangat ditentukan oleh keluwesan berkomunikasi setiap petugas, perawat dan dokter. Pelayanan berfokus kepada pasien di rumah sakit selalu berhubungan dengan berbagai karakter dan perilaku pasien yang berkepentingan dengan jasa asuhannya, sehingga petugas, perawat dan dokter harus memahami dan mengerti bagaimana cara berkomunikasi yang bisa diterapkan di segala situasi.

Hubungan dokter pasien, perawat – pasien, keluarga, maupun tim kesehatan lainnya menempatkan komunikasi menjadi sangat penting. Komunikasi merupakan proses yang sangat khusus dan paling berarti dari perilaku setiap individu. Dalam profesi kedokteran, komunikasi dokterpasien merupakan salah satu kompetensi yang harus dikuasai dokter. Kompetensi komunikasi menentukan keberhasilan dalam membantu penyelesaian masalah kesehatan pasien. Selama ini kompetensi komunikasi dapat dikatakan terabaikan, baik dalam pendidikan maupun dalam praktik kedokteran/kedokteran gigi.

Kurtz (1998) menyatakan bahwa komunikasi efektif justru tidak memerlukan waktu yang lama. Komunikasi efektif terbukti memerlukan waktu yang lebih sedikit karena petugas, perawat dan dokter terampil mengenali kebutuhan pasien. Silverman (1998) menjelaskan bahwa komunikasi efektif tidak berhenti sampai pemberi pesan selesai menyampaikan maksudnya. Komunikasi baru dapat dikatakan lengkap ketika pembicara mendapatkan umpan balik dari penerima yang



meyakinkannya bahwa tujuan komunikasinya tercapai (penerima pesan memahami sesuai yang diharapkannya).Oleh karena itu, penting mengidentifikasi beberapa kebutuhan dasar pasien yang harus ditangani di seluruh kontinum asuhan pasien. Informasi mengenai prerefensi komunikasi dan kebutuhan, latar belakang budaya, agama atau spritual, prerefensi dan kebutuhan mobilitas, dan kebutuhan pasien lainnya adalah penting bagi staf untuk membantu dalam proses penerimaan untuk merencanakan layanan dan akomodasi yang sesuai. Setiap data yang dikumpulkan selama penerimaan harus mudah diakses disemua titik asuhan pasien dan di departemen-departemen terkait lainnya di rumah sakit.

Komunikasi efektif dalam proses asuhan pasien secara kontinum meliputi : tahap penerimaan pasien, assessmen, perawatan/ pengobatan, asuhan akhir hayat, pemulangan dan transfer, kesiapan organisasi, serta komunikasi efektif secara khusus yaitu hubungan dokter- pasien, perawat - pasien, komunikasi antar pemberi layanan, etika komunikasi dan medikolegal.

TUJUAN

Setelah selesai mengikuti workshop peserta mampu:

- Memahami konsep dasar komunikasi efektif dalam upaya meningkatkan kualitas pelayanan dan keselamatan pasien
- Memahami state of the art patient safety
- Memahami paradigm baru Pateint Centered Care dalam Asuhan Pasien 4.0 (sesuai SNARS Ed 1) sebagai "Trend Global" dalam Pelayanan Pasien
- Memahami komunikasi efektif terkait standar Akreditasi SNARS Edisi 1
- Meningkatkan pengetahuan dan pedoman bagi petugas, perawat dan dokter mengenai cara berkomunikasi efektif dengan pasien dan keluarganya serta antar professional pemberi asuhan
- Memahami konsep komunikasi terkait masalah etik dan medikolegal.
- Mampu melaksanakannya komunikasi efektif dalam praktik asuhan pasien praktik sehari-hari
- Mampu mencegah dan meminimalkan timbulnya masalah yang disebabkan karena komunikasi yang tidak efektif.

SASARAN PESERTA

- Direktur Rumah Sakit
- Ketua Komite Medik
- Ketua Komite Keperawatan
- Ketua PMKP
- Kepala Bidang Keparawatan
- Kepala Bidang Pelayanan Medis
- Kepala Bidang Diklat RS
- Instalasi: Rawat Inap, IGD, ICU dan Bedah

MATERI PELATIHAN

- Comprehensive State of the art Patient Safety
- Pateint Centered Care dalam Asuhan Pasien 4.0 (sesuai SNARS Edisi 1) sebagai "Trend Global" dalam Pelayanan Pasien
- Konsep Dasar Komunikasi Efektif menuju Keselamatan Pasien 3.
- Komunikasi Efektif terkait Standar Akreditasi SNARS Edisi 1
- Komunikasi Efektif di admission office (tempat penerimaan pasien)
- 6. Komunikasi Efektif pada saat assessment
- Komunikasi Efektif dalam pemberian asuhan pasien

- Komunikasi Efektif dokter pasien
- Komunikasi Efektif Perawat pasien
- 10. Komunikasi Efektif antar pemberi asuhan
- 11. Komunikasi Efektif pada asuhan akhir hayat
- 12. Komunikasi Efektif pada pemulangan atau transfer pasien
- 13. Kesiapan Organisasi
- 14. Aspek Etik dan Medicolegal
- 15. Latihan Penyusunan pedoman komunikasi efektif

PEMBICARA

Pembicara berasal dari: Komisi Akreditasi Rumah Sakit (KARS), Komite Nasional Keselamatan Pasien Kementerian Kesehetan RI (KNKP), Institut Keselamatan Pasien Rumah Sakit (IKPRS-PERSI), maupun pakar-pakar dalam bidang Komunikasi dan Keselamatan Pasien Rumah Sakit, antara lain:

- Dr. dr. Sutoto, M.Kes
- dr. Nico A. Lumenta, K Nefro, MM, MH.Kes
- Dr. Rokiah Kusumapradja, SKM, MHA
- dr. Kuntjoro Adi Purjanto, M.Kes
- dr. Bambang Tutuko, SpAn, KIC
- dr. Djoni Darmadjaja, SpB, MARS
- dr. Arjaty W. Daud, MARS
- dr. Tedjo W. Putranto, MM
- dr. May Hizrani, MARS
- DR. Rita Sekarsari, S.Kp, Sp.KV, MHSM
- dr. Amelia Martira, SpAn, SH
- dr. Yanuar Jak, SpOG, MARS, PhD

WAKTU DAN TEMPAT PELAKSANAN

KAMIS - JUM'AT, 25 - 26 APRIL 2019

HOTEL POMELOTEL JAKARTA

KAMIS - JUM'AT, 24 - 25 JUNI 2019

Jl. Dukuh Patra Raya No. 28 Kuningan Jakarta Selatan Telp. (021) 83709588

BIAYA INVESTASI PESERTA

: Rp. 4.500.000,- (Tanpa akomodasi penginapan) : Rp. 5.000.000,- (Menginap 2 malam sekamar berdua / twin) PAKET B

Check in tgl 25 April 2019 jam 14.00 WIB dan Check out tgl 27 April 2019 jam 12.00 WIB Check in tgl 24 Juni 2019 jam 14.00 WIB dan Check out tgl 26 Juni 2019 jam 12.00 WIB

TATA CARA PENDAFTARAN DAN PEMBAYARAN

: Bank Mandiri Cabang RS Islam Jakarta Transfer

No Rekening : 120-0001061972

Atas nama : Perhimpunan RS Selndonesia (PERSI)

SUSUNAN ACARA

07.00 - 08.30 Registrasi ulang 08.30 - 08.45 Pembukaan & Pre Test 08.45 - 09.00 10.00 - 11.00 10.00 - 11.00 10.00 - 11.00 11.00 - 12.00 11.00 - 12.00 11.00 - 12.00 11.00 - 12.00 11.00 - 12.00 11.00 - 13.00 11.00	HARI PERT	ΔΜΔ		Sub Topik:
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18.00 - 20.00 HARI KEDU 08.00 - 08.45	Communicate information about unique patient needs to the care team. MAKAN MALAM Komunikasi efektif dokter - pasien Sub Topik: Sikap profesional dokter Sesi pengumpulan informasi Sesi penyampaian informasi langkah langkah komunikasi	14.30 -15.30	needs during discharge and transfer. Engage patients and families in discharge and transfer planning and instruction. Provide discharge instruction that meets patient needs Identify follow-up providers that can meet unique patient needs. Kesiapan Organisasi Sub Topik: Leadership
08.45 - 09.30	Komunikasi efektif Perawat - pasien Sub Topik: Tahap Pengkajian Tahap perumusan diagnose Tahap pelaksanaan Komunikasi terapeutik		 Demonstrate leadership commitment to effective. communication, cultural competence, and patient- and family-centered care. Integrate unique patient needs
09.30 -10.15	Komunikasi efektif antar pemberi asuhan Sub Topik: SBAR Komunikasi verbal/ telepon: Catat, baca ulang, konfirmasi Hasil pemeriksaan kritis Singkatan yang boleh atau tdk boleh digunakan		 into new or existinghospital policies. Data Collection and Use Conduct a baseline assessment of the hospital's efforts to meet unique patient needs. Use available population-level demographic data to helpdetermine the needs of the
10.15 - 10.30 10.30 - 11.30	SNACK PAGI Komunikasi efektif pada asuhan akhir hayat Sub Topik:		surrounding community. • Develop a system to collect patient-level race and ethnicity information.
	 Address patient communication needs during end-of-life care. Monitor changes in the patient's communication status during end-of-life care. Involve the patient's surrogate decision-maker and family in end-of-life care. Address patient mobility needs during end-of-life care. 	15.30 - 15.45 15.30 - 16.30	Snack sore Aspek Etik dan Medicolegal AspekEtikdanMedicolegalkomunikasi efektif Sub Topik: Aspek hukum Kewajiban dan hak pasien Kewajiban dan hak dokter Pentingnya Informasi
	 Identify patient cultural, religious, or spiritual beliefs and practices at the end of life. 	16.30 - 18.00 18.00 - 19.00	Latihan Penyusunan pedoman komunikasi efektif (Diskusi Kelompok) ISHOMA (MAKAN MALAM)
11 20 12 20	Make sure the patient has access to his or her chosen support person	19.00 - 20.00	komunikasi efektif (Diskusi Kelompok)
11.30 - 13.30 13.30 - 14.30	ISHOMA Komunikasi Efektif pada pemulangan atau transfer pasien	20.00 - 21.00	Latihan Penyusunan pedoman komunikasi efektif Presentasi hasil diskusi kelompok
	<u>Sub Topik</u> : • Address patient communication	21.00 - Selesai	Pembagian Sertifikat & Penutupan

FORMULIR PENDAFTARAN

PELATIHAN MENINGKATKAN KOMUNIKASI EFEKTIF MENUJU KESELAMATAN PASIEN DI FASILITAS PELAYANAN KESEHATAN

NAMA LENGKAP	:		L / P (untuk sertifikat)
JABATAN	:		
INSTANSI/RS	:		
ALAMAT	:		
TELPON	:		
FAX.	:		
HP	:		
EMAIL	:		
WAKTU PILIHAN	:	25 - 26 APRIL 2019	24 - 25 JUNI 2019
PAKET PILIHAN	:	PAKET A	PAKET B
			Peserta,
			()

Formulir Pendaftaran yang telah diisi, harap dikirimkan melalui: Fax: 021 - 837 88724 / 25, Email: imrspersi@yahoo.com Sekretariat PERSI : Crown Palace Blok E/6. Jl. Prof. Soepomo, SH No. 231, Tebet - Jakarta Selatan



INFORMASI & PENDAFTARAN

Sekretariat PERSI

Jl. Crown Palace Blok E/6. Jl. Prof. Soepomo, SH No. 231, Tebet - Jakarta Selatan

Website : www.pdpersi.co.id

: persi@pacific.net.id / imrspersi@yahoo.com E-mail

Telp : 021 - 837 88722 / 23

Fax : 021 - 837 88724 / 25

Contact Person : Pebriyana HP & WA 0812 1879 1331