

ANALYSIS OF PATIENT SAFETY CULTURE ON PATIENT SATISFACTION AND ITS IMPLICATIONS ON THE QUALITY OF HEALTHCARE SERVICES

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Abstract

This study aims to analyze patient safety, patient satisfaction, and the quality of healthcare services at, Cirebon. This study used a quantitative approach. The sample size was 100 respondents. Data analysis used descriptive analysis and verification analysis using path analysis. The descriptive analysis of patient safety, patient satisfaction, and the quality of healthcare services provided good ratings, however, several shortcomings were identified that require attention and improvement. Meanwhile, the results of the verification research, the path analysis model shows that the path coefficient value between variables is positive and the path coefficient value of the direct influence is greater than the indirect influence ($76.3% > 71.5%$), meaning that the patient satisfaction variable as an intervening variable is able to mediate the relationship between patient safety and the quality of health services. The correlation coefficient value of 0.941 indicates a strong relationship between variables and the determination coefficient value (R^2) of 88.3%, indicating that the variation in the influence of patient safety variables and variables on patient satisfaction of the quality of health services variable is quite large. The statistical hypothesis results for the t-test (partial) indicate that the patient safety variable has a positive effect on patient satisfaction, as the calculated t-value $> t_{\alpha}$ ($12.75 > 1.98$). The patient safety variable has a positive and significant effect on the quality of healthcare services, as the calculated t-value $> t_{\alpha}$ ($17.697 > 1.98$). The patient satisfaction variable directly has a positive and significant effect on the quality of healthcare services, as the calculated t-value $> t_{\alpha}$ ($20.803 > 1.98$). The patient safety variable indirectly has a positive effect on the quality of healthcare services through the patient satisfaction variable, as the calculated t-value $> t_{\alpha}$ ($10.874 > 1.98$). The overall results of the study indicate the implications of the patient safety and patient satisfaction variables for the quality of healthcare services.

Keywords: Patient Satisfaction, Patient Safety, Quality of Healthcare Services

Introduction

Patient safety has been recognized as a crucial component of modern healthcare systems. Patient safety emphasizes that every healthcare action must be carried out with the principle of "do no harm," ensuring safe, effective, and patient-centered care, thereby minimizing the risk of medical errors and negative patient outcomes (Ambas, 2024). The World Health Organization (WHO) estimates that as many as 1 in 10 patients experience an adverse outcome while receiving healthcare services, and more than 3 million deaths annually are linked to unsafe care worldwide. More than half of these adverse outcomes could be prevented with good safety practices (WHO, 2025).

Global evidence also shows that in low- and middle-income countries, adverse events affect approximately 25% of hospitalized patients, accounting for approximately 134 million adverse events annually, contributing to 2.6 million deaths. These adverse events include medication errors, service-

associated infections, procedural errors and poor diagnoses, and communication issues between healthcare professionals. Although patient safety is recognized as a global health priority, significant gaps remain in the practice of a culture of safety. The WHO (2025) reports that only about 25% of countries have a strong patient safety culture, and less than 20% of countries integrate human factors learning into their systems. A patient safety culture encompasses values, attitudes, and behaviors that support incident reporting, learning from mistakes, and the implementation of evidence-based practices to minimize patient risks. This culture involves all elements of a healthcare organization, from leaders to frontline staff (Amartiani, 2025). Recent literature shows that implementing a strong safety culture is positively associated with the quality of healthcare services. Risk management systems, effective communication practices, and adherence to standard operating procedures improve patient safety and, in turn, impact the quality of clinical care (Christiana, 2024).

Patient satisfaction is not merely a subjective perception of the care received but also reflects objective experiences related to safety, communication, service time, and interpersonal relationships between patients and providers. A recent meta-analysis showed that quality improvement strategies, including AI- and IoT-based technologies, have the potential to significantly improve patient perceptions of safety and satisfaction (Saefulmilah, 2025). A strong patient safety culture not only reduces adverse events but also strengthens public trust in healthcare services and can reduce additional costs resulting from preventable incidents. Integrating incident learning and procedural improvements is crucial for quality improvement efforts (Saragi, 2025).

In Indonesia, national reports from 2019 to 2025 indicate that there were more than 7,465 patient safety incidents in hospitals, including 171 deaths and dozens of other serious injuries, illustrating the significant challenges in implementing a patient safety system. Despite the large number of hospitals in Indonesia, only a small percentage of incidents are officially reported. Only about 12% of patient safety incidents are reported among accredited hospitals, indicating a culture of reporting and transparency that still needs to be strengthened. Data also shows that the most common types of incidents in Indonesian healthcare facilities include Near Miss, Adverse Events, and other variations such as service-associated infections. The high percentage of incidents that are not reported indicates that there is still considerable opportunity for improvement in the risk identification system.

Various local studies indicate that the causes of patient safety incidents in Indonesia are related to a lack of optimal reporting, low levels of healthcare workers' knowledge of safety culture, and barriers in communication systems between medical teams (Rohyani, 2025). Patient satisfaction in many countries shows a significant downward trend when patient safety is compromised, as found in the UK's NHS, where satisfaction rates were only 21% based on a large-scale survey of over 10,000 respondents. This reflects the strong relationship between safety perceptions and patient satisfaction.

Safety incident reporting practices in Indonesia indicate that the reporting system remains ineffective, and many incidents go unreported or systematically studied, hindering organizational learning to prevent similar incidents in the future (Sahry, 2022).

The integration of patient safety curricula into healthcare education remains limited in many countries, including Indonesia. This results in healthcare workers lacking a full understanding of safety best practices, which directly impact daily clinical activities (Hardy & Paramarta, 2024). While a national patient safety policy exists in Indonesia, implementation and consistency of practice across healthcare facilities vary, significantly impacting the quality of healthcare services received by patients (Silvani, 2025). Variations in care experiences indicate that patients tend to be less satisfied when adverse events or service errors occur, which can ultimately reduce trust in a particular healthcare facility (Basir, 2023).

Patient safety incidents also have economic impacts due to the need for additional treatment costs and extended duration of care. They also have social impacts through reduced public trust in the healthcare system (Raynaldi, 2024). While numerous studies on patient safety have been conducted,

there is still an urgent need for research that simultaneously links safety culture, patient satisfaction, and service quality, particularly in the context of Indonesia, which has unique healthcare system characteristics (Aliyah, 2024). Globally, despite various international initiatives to improve patient safety, many countries still lack a strong culture of safety, demonstrating the need for a systemic approach and in-depth research (Maryati, 2023). Data on the high prevalence of adverse patient events globally demonstrates that patient safety issues are not merely local issues but global phenomena, relevant for contextualizing studies in Indonesia (Zalukhu, 2023). Previous research often focuses on only one aspect, such as safety culture or patient satisfaction, but rarely comprehensively analyzes the causal relationship between safety culture and patient satisfaction and its impact on service quality (Irawati & Vitaliati, 2024). Research designs that encompass quantitative aspects for prevalence and relationships between variables, as well as qualitative aspects, are needed to understand the phenomenon of safety culture in depth in Indonesian healthcare facilities (Ferial, 2023).

The results of this study are expected to provide input for policymakers in the healthcare sector to improve training strategies, develop a safety culture, and implement more effective healthcare quality policies. Strengthening safety culture in healthcare facilities is expected to increase incident reporting rates, reduce adverse events, and improve patient satisfaction, which ultimately leads to improved service quality. This study also fills a gap in the literature by providing the latest empirical evidence on the relationship between safety culture, patient satisfaction, and service quality in the Indonesian context. Given the global and national evidence of high rates of patient safety incidents and their implications for patient satisfaction, this research is crucial for promoting improvements in the quality of national healthcare services. This study will evaluate patient safety culture, its relationship with patient satisfaction, and its impact on healthcare quality across various healthcare facilities in Indonesia. By combining global and national information and existing research gaps, this background emphasizes why patient safety culture needs to be seriously analyzed in relation to patient satisfaction and healthcare quality, not merely as an academic phenomenon but also as a necessity for a better healthcare system in Indonesia.

Method

This study uses a quantitative research design with a descriptive analysis approach and verification analysis using path analysis. This study was conducted at Permata Cirebon Hospital. This study began on May 1, 2025, to May 15, 2025. The sampling technique used a random sampling technique. The sample in this study amounted to 100 respondents. The instrument used by the researcher was a questionnaire consisting of 30 statements. The variables in this study were patient safety culture (X), patient satisfaction (Y), and quality of health services (Z). Data analysis used descriptive analysis, verification analysis, correlation coefficient analysis, and determination analysis (R²).

Results

Descriptive Analysis

Table 1. Patient Safety

Variable	Total Score	Average	Category
Patient Safety	4.084	4.08	Good

Source: Primary Data Processing Results, 2026

Therefore, from the calculation results, it can be concluded that respondents' perceptions of patient safety are in the good category.

Tabel 2. Patient Satisfaction

Variable	Total Score	Average	Category
Patient Satisfaction	4.288	4.29	Very Good

Source: Primary Data Processing Results, 2026

Therefore, from the results of these calculations, it can be concluded that respondents' perceptions regarding Patient Satisfaction are in the very good category.

Table 3. Quality of Service

Variable	Total Score	Average	Category
Quality of Service	4.207	4.21	Very Good

Source: Primary Data Processing Results, 2026

Therefore, from the results of these calculations, it can be concluded that respondents' perceptions regarding the Quality of Health Services are in the very good category.

Verification Analysis (*Path Analysis*)

Tabel 4. Direct and Indirect Influence

Variable	Path Coefficient	Influence	
		Direct	Indirect
Patient Safety → Patient Satisfaction	0,791	$0,791 \times 0,791 = 0,625$	
Patient Satisfaction → Quality of Service	0,904	$0,904 \times 0,904 = 0,817$	
Patient Safety → Quality of Service	0,874	$0,874 \times 0,874 = 0,763$	
Patient Safety → Patient Satisfaction → Quality of Service			$0,791 \times 0,904 = 0,715$

In the table calculations, it can be seen that the total contribution of patient safety to the Quality of Health Services is 76.3% and the large indirect influence of patient safety on the Quality of Health Services through patient satisfaction is 71.5%.

Hypothesis Testing

Hypothesis Testing the Effect of Patient Safety on Patient Satisfaction

The path coefficient for patient safety is 0.791, indicating a positive relationship, meaning that improving patient safety leads to increased patient satisfaction. The path equation formed in the first substructure is as follows. Based on the table above, the p-value is 0.000, meaning $p\text{-value} < \alpha = 0.05$, and the calculated t-value is greater than 1.98. This means that H_0 is rejected and H_a is accepted,

indicating a significant effect between patient safety and patient satisfaction. Therefore, the hypothesis stating that there is a significant effect between patient safety and patient satisfaction is accepted.

Hypothesis Testing the Effect of Patient Satisfaction on Healthcare Quality

The path coefficient for patient satisfaction is 0.904, indicating a positive relationship, meaning that improving patient satisfaction leads to improved healthcare quality. The table shows a p-value of 0.000, meaning $p\text{-value} < \alpha = 0.05$, and a calculated t-value greater than 1.98. This means that H03 is rejected and Ha3 is accepted, indicating a significant influence between patient satisfaction and service quality. Therefore, the hypothesis stating that there is a significant influence between patient satisfaction and healthcare service quality is accepted.

Hypothesis Test: The Effect of Patient Safety on Healthcare Service Quality

The table above shows that the path coefficient for patient safety is 0.874, with a positive relationship, indicating that an increase in patient safety will lead to an increase in healthcare service quality. The table above shows a p-value of 0.000, meaning $p\text{-value} < \alpha = 0.05$, and a calculated t-value greater than 1.98. This means that H02 is rejected and Ha2 is accepted, indicating a significant influence between patient safety and service quality. Therefore, the hypothesis stating that there is a significant influence between patient safety and healthcare service quality is accepted.

The Influence of Patient Safety on Healthcare Quality Through Patient Satisfaction

Figure 1. Results of the Sobel Test: Patient Safety on Healthcare Quality Mediated by Patient Satisfaction

Input:		Test statistic:	p-value:
t_a	12.756	Sobel test:	10.87429371
t_b	20.802	Aroian test:	10.86517387
		Goodman test:	10.88343656
Reset all		Calculate	

Based on the calculation results, the calculated t value for the mediation effect test on this hypothesis is 10.874. If $\alpha = 0.05$ then the t table = 1.98. From the calculation above, it can be concluded that the calculated t of 10.874 is greater than the t table of 1.98 with a significance level of 0.05, so it can be concluded that patient satisfaction is able to mediate the relationship between patient safety and service quality. Thus, hypothesis 4 can be accepted and the type of patient satisfaction mediation is partial mediation, where both patient satisfaction and no patient safety still have a significant influence on service quality.

Discussion

Descriptive Analysis

Discussion of Descriptive Analysis of Patient Safety Culture

Patient safety culture is the primary foundation for providing quality and safe healthcare services. This concept reflects the values, attitudes, competencies, and behavioral patterns of individuals and organizations committed to patient safety. In practice, patient safety culture is not only related to adherence to procedures but also encompasses open communication, incident reporting, and continuous learning within healthcare organizations. Research shows that patient safety is a key indicator of hospital service quality, making strengthening a safety culture a non-negotiable necessity (Guspiano, 2022). According to research by Karimah (2025), the importance of improving patient safety culture is based on the high number of safety incidents that continue to occur in healthcare facilities. Various studies indicate that a weak safety culture, such as low incident reporting and a "blame culture," is a major factor in the occurrence of adverse events. A culture that does not support openness makes healthcare workers reluctant to report errors, thus hindering opportunities for system improvement. Therefore, healthcare organizations need to develop a non-punitive culture so that every incident can be used as a learning experience to prevent recurrence.

Furthermore, research by Metilda (2025) indicates that patient safety culture has a significant relationship with the behavior and performance of healthcare workers, particularly nurses. Recent research shows that the stronger the patient safety culture, the more positive the attitudes and adherence of healthcare workers to safety procedures. This directly impacts the quality of care and reduces the risk of medical errors. In fact, a strong safety culture has been shown to contribute to improved nurse performance and the effectiveness of patient safety goals in hospitals. Research by Rochman (2025) explains that patient safety culture is also influenced by various factors, both individual and organizational. Individual factors include healthcare workers' knowledge, attitudes, experience, and competencies, while organizational factors include leadership, management support, teamwork, effective communication, and incident reporting systems. Systematic research indicates that management support and a conducive work environment are key determinants in building a strong patient safety culture. Without management commitment, the implementation of a safety culture tends to be unsustainable.

Furthermore, research by Valentine (2025) explains that improving patient safety culture plays a crucial role in fostering an effective incident reporting system. A positive culture will increase healthcare workers' awareness of reporting incidents, both those that result in injury and near misses. Studies show a significant relationship between patient safety culture and incident reporting behavior, which ultimately impacts the quality and safety of healthcare services. Thus, incident reporting is no longer viewed as an individual's fault, but rather as part of an organizational learning system. Overall, improving patient safety culture is a key strategy for improving healthcare service quality. This effort must be carried out comprehensively through ongoing training, strengthening leadership, a transparent reporting system, and developing a work environment that supports team collaboration (Vandela, 2025). Without a strong safety culture, various technical interventions will not be optimal. Therefore, hospitals need to prioritize patient safety culture in service quality management, as the ultimate goal of healthcare is to provide safe, effective, and patient-centered services (Adriansyah, 2021).

Discussion of Descriptive Analysis of Patient Satisfaction

Patient satisfaction is a key indicator in assessing healthcare service quality and overall hospital performance. In the context of modern healthcare, patient satisfaction is not only measured by clinical outcomes but also by the patient's experience during care, including communication, empathy from healthcare workers, and the comfort of the facility (Daru, 2025). Various studies have shown that patient satisfaction is a crucial benchmark in evaluating service quality because it reflects the

alignment between patient expectations and the service received. Therefore, improving patient satisfaction is a strategic priority in the healthcare system, particularly in efforts to achieve patient-centered care (Hidayah, 2026). The importance of improving patient satisfaction is also closely related to the sustainability of hospital organizations. Satisfied patients tend to be highly loyal, return to services, and recommend the hospital to others (Kurniawati, 2025). This directly impacts the institution's image and financial stability. Recent literature studies show that improving service quality, both medical and non-medical, can significantly increase patient satisfaction and loyalty. Thus, patient satisfaction impacts not only clinical aspects but also managerial aspects and the sustainability of healthcare organizations (Nawawi, 2025).

The factors influencing patient satisfaction are complex and multidimensional. The SERVQUAL model explains that dimensions such as tangibles, reliability, responsiveness, assurance, and empathy significantly influence patient satisfaction levels. Furthermore, other factors such as waiting time, service access, effective communication, and the overall patient experience also contribute to perceived satisfaction. In fact, several recent studies emphasize that non-technical factors such as empathy and interpersonal communication are often more dominant than technical aspects in determining patient satisfaction (Prihatini, 2024). Therefore, efforts to improve patient satisfaction must be carried out comprehensively by improving service quality, strengthening the competence of healthcare workers, and optimizing hospital management systems. Hospitals should regularly conduct patient satisfaction surveys as a basis for evaluation and continuous improvement. Furthermore, innovative approaches such as service digitization and personalized patient experiences are also important strategies for increasing satisfaction in the modern era. Overall, increasing patient satisfaction is key to improving healthcare service quality, patient loyalty, and hospital competitiveness amidst increasingly complex service demands (Rosidah, 2024).

Discussion of Descriptive Analysis of Healthcare Service Quality

Healthcare service quality is one of the main indicators in assessing the success of the healthcare system, both at the primary facility and hospital levels. Service quality not only reflects the ability of healthcare workers to provide medical services but also encompasses aspects of patient safety, effectiveness of actions, efficiency, and patient satisfaction with the services received (Harma, 2025). Research shows that the quality of healthcare services is significantly related to patient satisfaction and perceptions of the services provided. Therefore, healthcare service quality is a strategic element that determines public trust in healthcare institutions and reflects the performance of healthcare organizations (Amini, 2025).

The importance of improving healthcare service quality is increasingly relevant in facing increasing public demands for fast, accurate, and patient-centered care. Good service quality can improve the patient experience, accelerate the healing process, and minimize the risk of medical errors. Furthermore, service quality also influences hospital competitiveness in the era of healthcare globalization. Recent studies have shown that healthcare service quality impacts not only patient satisfaction but also the reputation and sustainability of healthcare organizations (Agustina, 2025).

Therefore, improving service quality is an indispensable requirement in modern healthcare systems. In efforts to improve healthcare service quality, various factors must be considered, such as effective communication between healthcare professionals and patients, the availability of clear information, and adequate health education. Recent literature indicates that communication, information, and education (IEC) play a crucial role in improving healthcare service quality and patient satisfaction. Good communication can improve patient understanding of their health condition, while health education can improve patient adherence to treatment. Furthermore, the implementation of service quality dimensions such as reliability, responsiveness, assurance, empathy, and tangibles has also been shown to contribute to improving the overall quality of healthcare services (Yuningsar,

2026). Overall, improving the quality of healthcare services is essential to improve public health and patients' quality of life. This effort must be carried out sustainably through strengthening quality management, enhancing the competence of healthcare workers, and innovating healthcare services. Remaining challenges, such as limited resources, waiting times, and facility quality, need to be addressed with systematic, evidence-based strategies. With a strong commitment from all stakeholders, healthcare service quality can be continuously improved to provide optimal, safe, and patient-centered care (Harma, 2025).

Verification Analysis (*Path Analysis*)

The Influence of Patient Safety Culture on Patient Satisfaction

There is a significant influence of patient safety culture on patient satisfaction. Alzahrani (2024) explains that a strong patient safety culture in healthcare plays a crucial role in creating a safe and comfortable environment for patients, which ultimately has a positive impact on patient satisfaction levels. Research by Irawati (2024) explains that this culture encompasses healthcare workers' perceptions of the importance of safety, effective communication, fearless reporting of incidents, and strong teamwork in healthcare facilities. Alabdaly (2024) states that when a patient safety culture is consistently implemented and supported by management and the entire team, safety incidents can be minimized and services become more reliable from a patient perspective. This has implications for increasing positive patient experiences with care, reflected in higher satisfaction scores. Research by Hardy & Paramarta (2025) explains that a strong safety culture, along with risk management and service quality, positively contributes to patient satisfaction. Thus, implementing a patient safety culture not only improves clinical quality but also strengthens patients' perceptions of the quality of care they receive, thereby increasing overall satisfaction.

The Influence of Patient Satisfaction on Healthcare Service Quality

There is a significant influence between patient satisfaction and service quality. Patient satisfaction with healthcare service quality is an important indicator in evaluating healthcare service quality, reflecting whether the services provided meet patient expectations and needs (Sarinah, 2024). Patient satisfaction is influenced by various aspects of service quality, such as service reliability, staff responsiveness, assurance of professionalism, physical evidence of the facility, and empathy in interactions between healthcare workers and patients (Fajriani, 2023).

Research by Dwijayanti (2024) explains that when healthcare service quality is perceived as good by patients, including effective communication, rapid response, and attention provided during the service process, this significantly increases overall patient satisfaction. Conversely, according to Wiguna (2024), when services do not meet expectations, such as inaccurate timeliness, lack of information, or unresponsive service, patients tend to feel dissatisfied, and this can impact their assessment of the healthcare system in general. Therefore, improving the quality of healthcare services that focuses on the patient experience is a strategic step for healthcare facilities to sustainably increase patient satisfaction levels.

The Direct Impact of Patient Safety Culture on Service Quality

There is a significant impact between patient safety and service quality. Patient safety is a fundamental component of the healthcare system that directly impacts the quality of healthcare services provided (Al-Jabri, 2021). Safe healthcare services ensure that the risk of harm to patients is minimized, so that the care process is effective and meets applicable professional standards (Sadeghi, 2025). When patient safety is properly maintained, for example through proper patient identification, effective communication, and the implementation of a safety culture, the incidence of medical errors and dangerous incidents can be reduced, which in turn positively impacts the overall quality of

healthcare services (Indah, 2023). Research by Ambas (2024) shows that effective patient safety implementation is significantly correlated with improved service quality, patient satisfaction, and nurse performance in responding to clinical needs, thereby improving the overall standard of healthcare services received by the community.

The Indirect Effect of Patient Safety Culture on Healthcare Quality Through Patient Satisfaction

There is a significant influence between patient safety and healthcare quality through patient satisfaction. A patient safety culture is a crucial foundation in the healthcare system because it provides a framework for healthcare workers to act safely, effectively, and with a patient-centered approach (Delpita & Kosasih, 2024). When a patient safety culture is successfully implemented, it creates a care environment that reduces the risk of medical errors and increases anticipatory preparedness in identifying and addressing potential hazards. Irawati (2024) explains that this increased sense of safety then positively impacts patient satisfaction, as patients feel valued, heard, and receive services with high safety standards, which are essential aspects of service quality. Khozanah (2024) stated that patient satisfaction is not only an outcome, but also a mediator that strengthens the relationship between patient safety culture and overall Quality of Healthcare Services, so that the quality of service experience becomes superior and results-oriented in the terms of modern healthcare. Jousina's (2024) research shows that there is a significant relationship between patient safety culture and patient satisfaction, which further contributes to the patient's overall perception of the Quality of Healthcare Services received.

Conclusion

Therefore, the following conclusions were drawn: Patient safety culture, patient satisfaction, and quality of healthcare services at Cirebon Hospital are in the good to excellent category. Patient safety has a positive and significant impact on patient satisfaction at Cirebon Hospital. The influence of patient satisfaction on the quality of healthcare services at Cirebon Hospital is 81.7%. The direct influence of patient safety on the quality of healthcare services at Cirebon Hospital is 76.3%. The indirect influence of patient safety on the quality of healthcare services through patient satisfaction at Cirebon Hospital is 71.5%.

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