

# SECOND VICTIM ISSUES AT DR. CIPTO MANGUNKUSUMO HOSPITAL, JAKARTA

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## ABSTRACT

**Background:** Second victim experiences can affect the well-being of healthcare providers and compromise patient safety. Second victims report various symptoms and consequences to well-being. The symptoms include poor physical, psychological, and professional outcomes, such as sleeping difficulties, burnout, reduced job satisfaction, feelings of guilt, anger, and shame, as well as worries about punishment, job loss, and litigation. Even involvement in serious near-miss patient safety events can decrease job confidence and job satisfaction and increase anxiety, sleeplessness, and job-related stress in health care providers. Therefore, if not abated or treated, a second victim experience can harm the emotional and physical health of health care providers and subsequently compromise patient safety. This study aimed to investigate the second victim issues at Dr. Cipto Mangunkusumo Hospital, Jakarta.

**Subjects and Method:** A survey was carried out at Dr. Cipto Mangunkusumo Hospital, Jakarta. A sample of health personnel was selected for this study. The Electronic Health System (EHR) used to report an incident and the Second Victim Experience and Support Tool (SVEST), which was developed to assess organizational support and personal and professional distress after involvement in a patient safety event, were administered to nurses involved in direct patient care. The data were collected by questionnaire and indepth-interview.

**Results:** Medical and non medical personnel who report the incident will be investigated by the Occupational Safety Quality Committee of Dr. RSUP Cipto Mangunkusumo. If there is potential for second victim, the personnel will be followed up by the human resource coordinator, and reported to the director. The handling measure can be counseling, education, or workplace evaluation.

**Conclusion:** Standard operating procedure has been develop to address second victim issues. Encouraging supportive coworker, supervisor, and institutional interactions may be useful strategies to manage the severity of second victim experiences.

**Keyword:** second victims, patient safety, employee safety

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## BACKGROUND

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Development of human resource in medical field is the activities that should be implemented to make their knowledge, ability and skill meet the work requirements. Self-development is expected to improve and the gaps in performing duties better and can keep up with the development of science

and technology, according to Adisasmito (2007).

In the standard of JCI (Joint Commission International) there are 16 (sixteen) indicators related to Patient Centred focus (8 elements), Health Care Organization Management focus (6 elements), and Academic Medical Center Hospital focus (2 elements). In this case the activities that focus on

management organization and health indicator called staff qualification and education (SQE) that identifies the need of medical staff start from planning, training, health prosperity issues.

In the programs of staff's health and safety that includes physical, mental and safe work environment, the programs that can be done are education, training and intervention for "second victim" staff on incident/sentinel. In case of incident/sentinel reported problem identification that had happened, factors that influence the happening, and informations of recordings and witness statements. All summarized in the form of incident/sentinel report. The result of this report should be followed up immediately.

Medical staff quite often experiencing medical errors and become "second victim", and the effects are stress, sadness, depression, anxiety. Plus it also causes the feeling of shame, guilty, and anger. Psychological help might be needed to restore "second victim".

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## SUBJECTS AND METHOD

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### 1. Study Design

A survey was carried out at Dr. Cipto Mangunkusumo Hospital, Jakarta.

### 2. Population and Sample

The population was medical or non-medical staff involved in the reported incident/sentinel and followed up through Electronic Health Record (EHR).

### 3. Study Instrument

The Electronic Health System (EHR) used to report an incident and questionnaire to "second victim" experience

and support survey (SVEST).

### 4. Analysis Data

The data were obtained using in-depth interviews, observation, and documentation. The technique of analyzing data is data collection, presentation, reduction, collection, and conclusion.

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## RESULTS

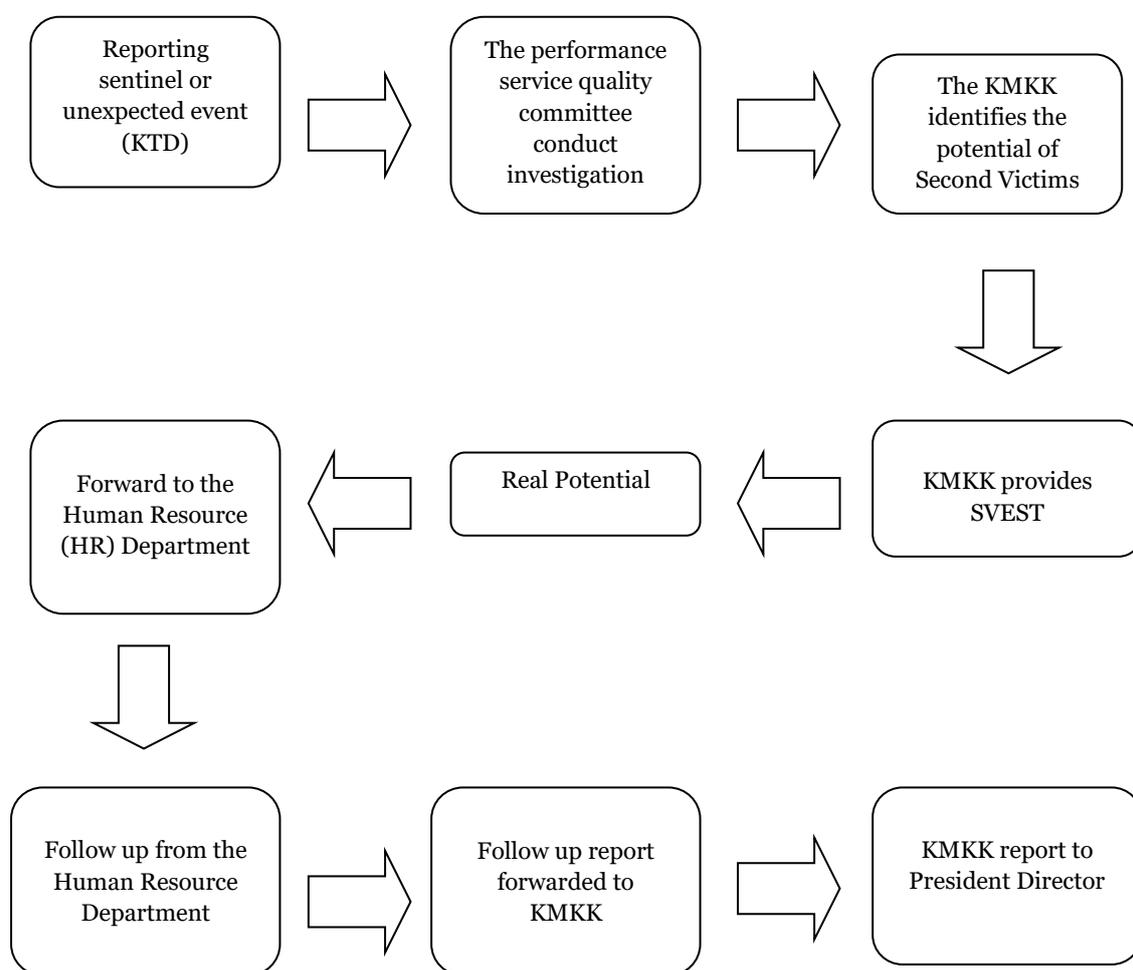
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Sentinel event defines it at least includes: (1) Unpredictable death, include, but not only limited in death that caused by unrelated patient's natural disease or base condition, death of ready to deliver fetus, suicide (2) Permanent loss of main function which not caused by patient's disease or base condition (3) Miss position, miss procedure, miss surgery (4) Transmission of disease by blood transfusion, organ transplantation, and contaminated tissue (5) Baby kidnap or baby born to wrong parents (6) Rape (7) Violence in work-place that causes death or loss of function affecting patient, health worker, doctor, medical student, trainee, customer, or vendor while in hospital area (Decree of President Director of RSUPN Dr. Cipto Mangunkusumo, 2012)

The procedure held by RSUPN Dr. Cipto Mangunkusumo in handling an incident event/sentinel is: (1) Reporting sentinel or unexpected event (KTD), which is the most highly risk and need to be followed up with special treatment such as Root Cause Analysis (RCA), based on reports from the units where the event happened to Quality, Safety and Performance Committee (KMKK) (2) Reports will be followed up by KMKK to be investigated (3) KMKK identifies event that has potential to have First

Victims and Second Victims (4) KMKK sends questionnaires to medical staff that are involved in the event, called Second Victim Experience and Support Survey (SVEST) (5) If happens, medical staff experiencing dissatisfaction, anxiety, guilty feeling, etc., then there will more thorough investigation (6) Reports from SVEST will be sent to Human Resource Departement (HRD) (7) Fo-

llow-up from HRD will be in the form of analization whether the staff need to be assisted to employee clinic/ psychology or not (8) The result of assistance will be sent back to KMKK as an evaluation material for management (9) KMKK us a unit directly under President Director, thus all evaluation activities must be under the permission of the President Director.



**Figure 1. Second Victims Plot**

## DISCUSSION

In the process of service there is also one important part to help patients get the medical service, that is human resource (HR). HR is unique and has multi complex character, knowledge,

skill, and attitude. HR is in the hospital is very vital, that cannot be substituted by others than human. In the development of technology when human can be substituted with machine for many activites, there is “hu-

man touch” skill needed in service.

Many theories about the function of HR Management, but researchers chose the concept of Cherrington, from the book of Professional Human Resource: (a) Staffing/ Employment, (b) Performance Evaluation, (c) Compensation, (d) Training and Development, (e) Employee Relations, (f) Safety and Health, (g) Personnel Research. The function of Human Resource Management consists of Safety and Health, that a hospital should have medical program to reduce unexpected event and create conducive environment. Workers should be reminded continually about the importance of work safety. An effective work safety program can reduce the number of incident and increase workers’ health in general. Hospital has the main responsibility to hold trainings of work safety, and report if there are incident in the area. Patient safety culture is a continuous principal of patient safety program in the hospital. The program to support second victims positively influence patient safety culture. When an incident or sentinel is reported, it will look as a

bad thing, but the program of supporting second victims will affect patient safety culture and also safety for employees.

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