EFFECT OF HOSPITAL ACCREDITATION ON PATIENT SAFETY CULTURE AND SATISFACTION: A SYSTEMATIC REVIEW

Yunita Hapsari, Amal Chalik Sjaaf

Faculty of Public Health, Universitas Indonesia

ABSTRACT

Background: Hospital accreditation is carried out to improve the quality of hospital services and patient safety. This study aimed to statistically review the effect of hospital accreditation on patient safety culture and satisfaction.

Subjects and Methods: A systematic review was conducted through articles searching. Four electronic databases namely PubMed, ProQuest, Scopus, and EBSCO were used in this study. The keywords were "hospital accreditation", "patient safety culture", "patient satisfaction", "improving", and "impact". The inclusion criteria in this study were articles in the span of ten years of publication, and using English. The articles were selected by PRISMA flow diagram.

Results: Eleven journal reported that accreditation had a significant influence on patient safety culture. There was difference in patient satisfaction among accredited and non-accredited hospitals, but it was not statistically significant. Two articles mentioned that patient satisfaction was driven by hospital physical facilities. Patient safety culture after hospital accreditation was associated with commitment and support from all hospital staff and leadership. Service quality and patient satisfaction were associated with ongoing evaluation of the accreditation implementation.

Conclusion: Hospital accreditation has an effect on patient safety culture and satisfaction. Improving patient safety culture after hospital accreditation requires commitment and support from all hospital staff and leadership. Ongoing evaluation of the accreditation implementation needs to be carried out to improve service quality and patient satisfaction.

Keywords: accreditation, patient safety, culture, patient satisfaction, hospital

Correspondence:

Yunita Hapsari. Faculty of Public Health, Universitas Indonesia, Depok, West Java.
Email: yunitahaphap@gmail.com. Mobile: 081808101539.