

Health Workers' Perspective on Patient Safety Incident Disclosure in Indonesian Hospitals [Response to Letter]

Inge Dhamanti¹⁻³, Ni Njoman Juliasih⁴, I Nyoman Semita⁵, Nasriah Zakaria^{6,7}, How-Ran Guo⁸, Vina Sholikhah²

¹Department of Health Policy and Administration, Faculty of Public Health, Universitas Airlangga, Surabaya, Indonesia; ²Center for Patient Safety Research, Universitas Airlangga, Surabaya, Indonesia; ³School of Psychology and Public Health, La Trobe University, Melbourne, VIC, Australia; ⁴Department of Public Health, School of Medicine, Universitas Ciputra Surabaya, Surabaya, Indonesia; ⁵Department of Orthopedic, Faculty of Medicine, University of Jember, Jember, Indonesia; ⁶College of Applied Science, Al Maarefa University, Riyadh, Saudi Arabia; ⁷Ehealth Unit, Faculty of Medicine, University Malaya, Kuala Lumpur, Malaysia; ⁸Department of Environmental and Occupational Health, National Cheng Kung University, Tainan, Taiwan

Correspondence: Inge Dhamanti, Department of Health Policy and Administration, Faculty of Public Health, Universitas Airlangga, Surabaya, 60115, Indonesia, Tel +628 2336099800, Email inge-d@fkm.unair.ac.id

Dear editor

Dr. Laoh's interest in our research is greatly appreciated. Thank you for highlighting significant factors influencing incident disclosure, such as ethical awareness and the impression of patient safety culture among hospital nurses, which we did not uncover in our study's findings. We believe that ethical awareness will lay the groundwork for all health workers, not only nurses. Meanwhile, the safety culture will provide a supportive environment for all health staff to disclose incidents. Both are required in the Indonesian hospital system.

Thank you also for recommending that future studies employ the Patient Safety Guide for Primary Care (PSG-PC). Although the guidelines are helpful for increasing collaborations to enhance quality of care by improving communication and building partnerships between patients and health-care providers, they do not focus on incident disclosure. Rather, we advised using NHS's Being Open Policy,¹ which provides a thorough approach to implementing open policy.

To summarize, like you, we strongly believe that feeling safe to disclose an occurrence is the most important factor; therefore, establishing a policy that protects health workers and is supported by an organizational structure will accelerate and improve the adoption of open disclosure within our health care system.

Disclosure

The authors report no other conflicts of interest in this communication.

Reference

1. NPSA. London: being open: saying sorry when things go wrong; 2009. Available from: <https://www.hsj.co.uk/download?ac=1293677>. Accessed May 23, 2023.

Dove Medical Press encourages responsible, free and frank academic debate. The content of the Journal of Multidisciplinary Healthcare 'letters to the editor' section does not necessarily represent the views of Dove Medical Press, its officers, agents, employees, related entities or the Journal of Multidisciplinary Healthcare editors. While all reasonable steps have been taken to confirm the content of each letter, Dove Medical Press accepts no liability in respect of the content of any letter, nor is it responsible for the content and accuracy of any letter to the editor.

Journal of Multidisciplinary Healthcare

Dovepress

Publish your work in this journal

The Journal of Multidisciplinary Healthcare is an international, peer-reviewed open-access journal that aims to represent and publish research in healthcare areas delivered by practitioners of different disciplines. This includes studies and reviews conducted by multidisciplinary teams as well as research which evaluates the results or conduct of such teams or healthcare processes in general. The journal covers a very wide range of areas and welcomes submissions from practitioners at all levels, from all over the world. The manuscript management system is completely online and includes a very quick and fair peer-review system. Visit <http://www.dovepress.com/testimonials.php> to read real quotes from published authors.

Submit your manuscript here: <https://www.dovepress.com/journal-of-inflammation-research-journal>

<https://doi.org/10.2147/JMDH.S422405>