

Increase the Satisfaction of Effective Communication in Patients with Deaf Disabilities to Prevent Unexpected Outcome

D. PURNAMA¹, K. NOORDIANTHA² and A. FEBIARTHY³

1 Departemen of Quality Improvement, Syamsudin General Hospital, West Java, Indonesia

2. ENT Specialist, Syamsudin General Hospital, West Java, Indonesia

3. Health Prommotion Instalastion, Syamsudin General Hospital, West Java, Indonesia

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INTRODUCTION

Patient safety should be applied universally to all patients, including patients with disabilities. Indonesian Law No. 8 of 2016 on Disability mandates that people with disabilities have the right to equal access to all public services¹. In an annual meeting in 2020, Syamsudin hospital and the deaf patient community, they complained of being dissatisfied and unable to access sufficient information and communication. The hospital reported two patient safety incidents categorized as near misses for deaf patients due to communication breakdown. Based on this, Syamsudin General Hospital responded by creating a deaf friendly hospital program by creating a special patient communication bundle.

AIM

The aim of this project is to develop an effective communication system between the hospital and deaf patients to support patient safety. The specific targets are zero patient safety incidents and zero complaints on deaf patients especially those caused by communication.



METHOD

A research and development study, using the design thinking approach which is a human-centered problem solving method, through five stages namely empathize, define, ideate, prototype and test. The project was developed by Syamsudin Hospital, one of the hospitals in West Java Province in Indonesia by involving the deaf patient community. Qualitative and quantitative measures were used to measure the impact of the project.

RESULTS

The communication system bundles were developed together with deaf patients by brainstorming to get a point of view of what they need. The communication bundles are:

1. Identification of deafness through initial screening during online and offline registration. Then when coming to the hospital given a deaf logo sticker label pinned on the arm.
2. Provide special registration counters for disabilities including deaf disabilities. In deaf friends, each medical record document will be given a deaf friend logo stamp, to give attention to the officer that the patient is a deaf friend.
3. The hospital provides "Teman Dengar" who has been trained by the Indonesian Sign Language Center (Pusbindo) who will facilitate deaf friends in getting optimal service.
4. Hospital officers, especially front line staff, are trained in basic sign language by Pusbindo Jabar.
5. A communication kit is provided as a medium that will assist in delivering effective messages/information.
6. Provide educational and informational media with dual language with sign language
7. Improved visual facilities for communication, such as LCD patient call screens



Figure 1. Brainstorming & testing communication kit with deaf community



Figure 2. training in basic sign language by the Indonesian Sign Language Center



Figure 3. Communication Kit



Figure 4. Special counters for deaf and disabled patients



Figure 5. Education video with dual language



Figure 6. specialized staff to assist the needs of patients with disabilities

The evaluation results obtained:

1. Based on reports from the hospital quality committee, in 2022 there were 16 patient safety incidents, but no incidents occurred in deaf friends (zero incident).
2. In 2022 there were 42 visits of deaf friends to the Outpatient Installation, and no deaf friends or through their community complained about communication in the services received (zero complaints).
3. Based on the results of FGDs conducted by project managers with the deaf patient community, they feel happy with the existence of deaf-friendly services because they feel appreciated to get the same rights in obtaining quality public services, so that now deaf friends do not feel afraid to be able to seek treatment at the hospital.

CONCLUSIONS

The communication bundle has a significant impact in reducing patient safety incidents and complaints in deaf patients due to ineffective communication. Involving them in the design of quality improvement projects provides the experience of putting together a program that is appropriate and targeted.

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CONTACT INFORMATION

Information and correspondence, please contact Deni Purnama +62 81563137575 or email : superdeni007@gmail.com.