

Clinical supervision on patient safety: A systematic literature review

Betriani Disik¹, Asnet Leo Bunga², Indriati Kusumaningsih³

¹Nursing Science, STIKES Lakipadada, Makale, Indonesia

^{2,3}Nursing Science, STIK Sint Carolus, Jakarta, Indonesia

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ABSTRACT

Patient safety is at the heart of universal health coverage and should be a global health priority. Patient safety incidents can be reduced if the implementation of clinical supervision is exemplary and routine. Clinical supervision of patient safety is one form of improving the quality of health services in hospitals. The study aimed to systematically review the clinical supervision research literature on patient safety. The research method used is a systematic review based on article searches in the Ebsco and Google Scholar databases. The selection of studies is done by identifying journals starting from the title, abstract, full text, and feasibility of the study. Results: From the search results, 1,443 articles were identified, of which 35 met the review's inclusion criteria. Of the 35 articles, 19 used a cross-sectional design, 12 used Quasi-Experimental, 2 were qualitative studies, one was a cohort study, and one was a randomized controlled trial design. Each journal discussed supervision related to patient safety. Several types of supervision models can be applied in supervision activities to improve patient safety, namely, 4S model supervision, reflective interactive supervision, proctor supervision, and supervision based on experiential learning. Conclusion: This literature review shows that clinical supervision has a positive impact on implementing nurses in implementing patient safety. Recommendation: Supervisors should carry out supervision activities with consistency and on a scheduled basis so that the implementation of patient safety can run in accordance with applicable standards and procedures.

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Corresponding Author:

Betriani Disik,
Nursing Science,
STIKES Lakipadada,
Jl. Starda Baru, Pantan, Kec. Makale, Kabupaten Tana Toraja, Sulawesi Selatan 91811, Indonesia
Email: delabertiani991@gmail.com

INTRODUCTION

Quality improvement and patient safety activities need to be implemented in an integrated manner managed by a committee/team or other forms of organization by laws and regulations to continue efforts to improve quality (SNARS, 2018). According to the Hospital Survey on Patient Safety Culture (HSPSC) (2016), twelve elements can be done to improve patient safety culture, one of which is "Management Support for Patient Safety", namely, hospital management prioritizes,

promotes, and implements patient safety as a top priority. Effective leaders must establish a culture of safety as a priority and require a leadership commitment that focuses on a safety system approach (Gandhi et al., 2016).

According to the results of a study conducted in several hospitals accredited by the Joint Commission International (JCI) (Buhari, 2019), it was found that 52 incidents were found in 11 hospitals in 5 countries. The highest cases were in Hong Kong with a total of 31% of cases, followed by Australia 25% of cases, India 23% of cases, America 12% of cases, and Canada 10% of cases. Meanwhile, in Brazil, the incidence of KTD in hospitals is estimated at 7.6% of cases. The number of presentations of types of patient safety incidents in Indonesia reported in 2019 were: KNC 38%, KTC 31%, and KTD 31%, and the number of cases based on the consequences of incidents in 2019 which caused 171 deaths, 80 serious injuries, 372 moderate injuries and 1183 minor injuries and reports of Patient Safety Incidents based on Hospitals in 2019 were 12% (https://persi.or.id/wp-content/uploads/2020/08/materi_drarjaty_ereport_web060820.pdf, n.d.).

In addition (Budi et al., 2019), in his research in one hospital showed that the number of incidents reported to the quality team in 2017 was 138 incidents, and 136 incidents (9.86%) were related to the first patient safety target to the sixth patient safety target, and 2 (two) incidents were related to facility services (0.14%). The percentage of incidents based on patient safety targets in order from the highest number of incidents is increasing the safety of high-alert drugs 41.30%, accurate patient identification 31.88%, reducing the risk of patient falls 13.04%, increasing effective communication 7.97%, certainty of right-location right-procedure, right-patient surgery 2.90%, reducing the risk of infection related to health services 1.45%.

Supervision is one of the directive functions of a manager in carrying out his duties (Dakhi, 2016). Supervision in nursing services is a learning activity and professional support by superiors for staff performance, supervision is carried out in a programmed and scheduled manner, supervisors not only focus on the implementation of nursing practice but supervisors are also responsible for the attitudes and responsibilities of implementing nurses in professional practice, (Ayu, 2022). Clinical supervision focuses on patient clinical problems and is carried out in stages by the head of the room to the team leader and the team leader to the implementing nurse (Puspitasari et al., 2018). Nursing supervision is intended to develop nurses and other staff to achieve nursing care goals, so supervision is not for finding fault (Suni, 2018). Nurse managers are responsible for monitoring the quality of service to patients in each nursing service unit in a health care organization (Weiss, 2015). Patient safety incidents can be reduced if the implementation of supervision is exemplary and routine. Supervision is carried out to maintain accountability, as well as to evaluate nurse performance.

RESEARCH METHOD

The research was a systematic review to describe the impact of clinical supervision on patient safety. Inclusion criteria for this article were articles in English and Bahasa Indonesia with full text on the study of clinical supervision on patient safety. We performed a search strategy to find relevant articles on the impact of clinical supervision on patient safety. The keywords "clinical supervision" AND "patient safety" were used in the search strategy. There were systematic searches from two databases, Ebsco and Google Scholar.

We investigated relevant articles published in English and Indonesian versions, and after excluding duplicate articles, scanning continued on articles according to relevant titles and abstracts. We extracted data by reviewing articles based on eligibility in the title and abstract, then extracted specific characteristics of the study, including methods, study design, sample size, and results. Findings from this review descriptively describe the relationship between clinical supervision and patient safety. The eligible articles were systematically reviewed and descriptively analyzed.

RESULTS AND DISCUSSIONS

There were 1443 articles obtained from two databases, namely EBSCO and Google Scholar. From these articles are screened and there are 86 articles are duplicates, and there are also articles that cannot be processed further as many as 357 article (this is usually because the article is incomplete year or other article identity).

After that, continued with the eligibility assessment was continued based on full text and eligibility inclusion criteria. 348 articles were not suitable, so 35 suitable articles were obtained. The selection results of the study articles can be seen in the PRISMA Flow Diagram (can be seen in Figure 1). The results of the search for suitable studies obtained as many as 35 articles, then synthesized the suitable articles and found three themes (can be seen in Figure 2). These three themes are the relationship between clinical supervisiopatient safety culture, the relationship between clinical supervision and patient safety goals, and clinical supervision models that can be applied in implementing patient safety. The results of all studies generally suggest that a supervisor is in charge of supervising, motivating, and directing the implementing nurses, and each supervised action is related to patient safety. The implementation of supervisory activities was measured using a questionnaire in each research article, Type of supervision.

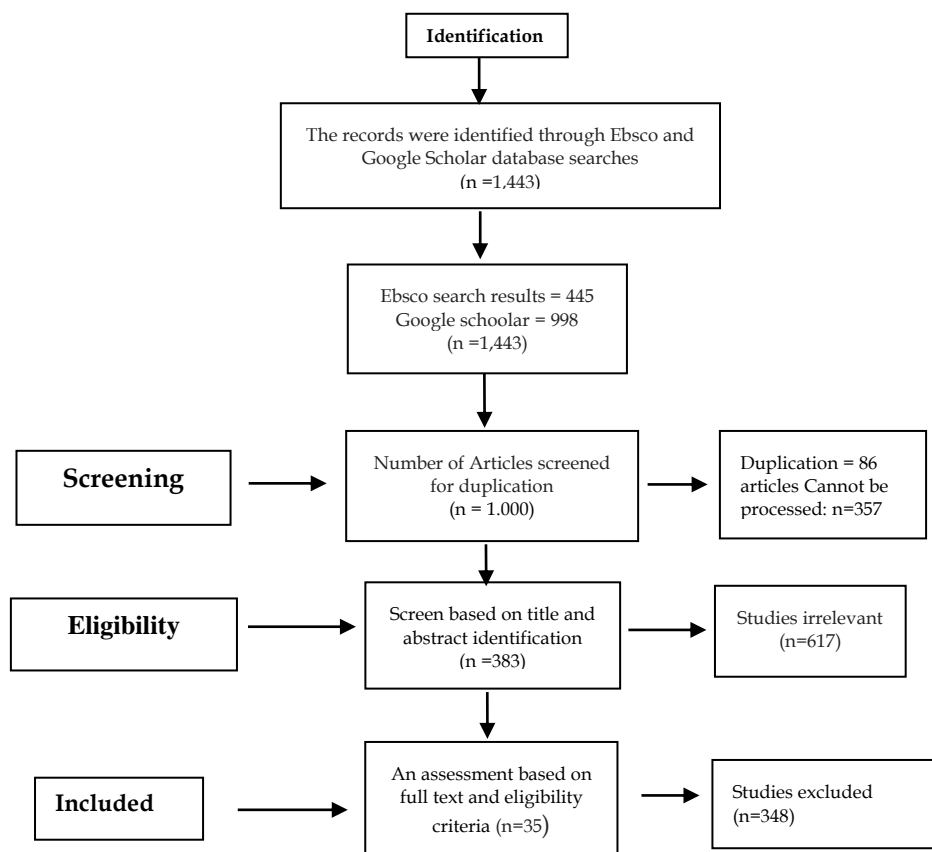


Figure 1. PRISMA flow diagram of clinical supervision literature search on patient safet

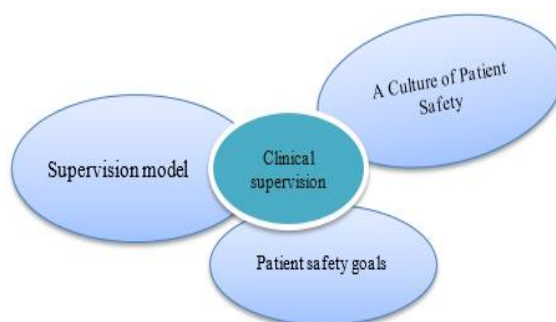


Figure 2. Themes derived from relevant journals

Clinical supervision and patient safety culture

In carrying out clinical supervision, nursing supervisors play a role in supporting and encouraging nurses to report incidents and comply with protocols so that it will have a positive effect on improving patient safety culture (Wati et al., 2019). To create a culture of patient safety, a positive culture of patient safety is needed in health organizations and the commitment of leaders and the responsibility of policy makers. Stated that good supervision of the head of the room will increase the implementation of a patient safety culture. This research is in line with research conducted by (Wati et al., 2019), which suggests that the better the implementation of nursing supervision, the implementation of a safety culture. by the implementing nurse will be even better. (Irawan et al., 2017) and (Fazrinnor et al., 2018) in their research also suggest that clinical supervision conducted by supervisors is proven to be related to patient safety, with the implementation of supervision can affect the development of nurse competency skills in implementing patient safety. Likewise in (Tomlinson, 2015), which suggests that if clinical supervision is carried out professionally it will foster a culture that is educational, critical, adds competence and focuses on quality care and improves patient safety. Therefore, the implementation of a patient safety culture must be carried out by all nursing staff without exception (Surahmat et al., 2019).

Clinical supervision and patient safety goals

In general, supervision has a positive impact on patient safety goals. From the corresponding article, the results show that the relationship between supervision and patient safety goals is significant. This shows that clinical supervision can improve the implementation of patient safety goals by applicable procedures and standards for implementing nurses. The implementation of clinical supervision for implementing nurses can be carried out by the objectives of patient safety goals in the hospital.

In Communication skills, openness, feedback, and communication about teamwork errors within the hospital unit were reported as aspects that strengthen patient safety culture (Amsrud et al., 2015). There was a significant increase in the mean medication safety score after clinical supervision, compared to before clinical supervision (Esfahani et al., 2016). There are differences in the accuracy of the application of the six correct drug principles by nurses after being given the Reflective Model Supervision intervention (Nuryani et al., 2020). The 'region rotating comprehensive supervision' management method is superior to the traditional method and can significantly reduce infection-related indicators (Li, 2022). Well-designed education programs can improve knowledge and self-perception of risk, empowering patients to reduce their risk of falling whilst in hospital (Heng et al., 2020).

Supervision model on patient safety implementation

Supervision models that can be applied in the implementation of patient safety based on the results of the review of appropriate articles are the 4S supervision model, the reflective interactive supervision model, the proctor supervision model, and supervision based on

experiential learning. Of the four clinical supervision models, based on the research results in each article, the results show significant results. In general, all supervision models have the same goal, namely, to improve staff performance in providing nursing care.

Allied health professionals reported using models of clinical supervision that best suited their profession's role and learning style (Snowdon et al., 2019). Improving the quality of Supervision will influence the application of patient safety goals; therefore, a patient safety culture is created and achieved well (Tri, 2020)(Suryani et al., 2021)(RASMO, 2024). The clinical supervision interactive reflective model is potentially required by the head nurse as a guideline for supervising the implementation of the patient's safety goals in the hospital (Hadi et al., 2020).

CONCLUSION

Clinical supervision is significantly associated with the implementation of a patient safety culture, in this case also included in the goal of implementing patient safety goals. In addition, there are some supervision models that are significantly related to patient safety and can be applied in implementing patient safety. With 4S supervision, hospitals can establish clear guidelines in carrying out supervision, because 4S supervision focuses on standardization and is structured so that accountability and consistency can be maintained in the implementation of supervision. Additionally, nursing managers in hospitals can integrate Reflective Interactive Supervision in providing emotional support, analyzing experiences, challenges and encouraging nurses' awareness in improving self-development. Supervision models that can be applied in hospitals are Proctor model supervision, hospital managers can maximize supervision by creating a holistic supervision framework, the proctor supervision model includes normative, formative, and restorative functions.

With the results of the review of some literature, hospitals can develop managerial training for ward heads in implementing supervision, by identifying the competencies of ward heads, assessing gaps and challenges in the treatment room, then compiling or developing supervision training modules that suit the needs of the hospital. Developing managerial training can improve decision-making and progress in appropriate critical thinking in supporting team progress at work. In general, supervision activities for executive nurses are one form of activity that can increase nurse accountability and competence. The supervision activities must be carried out in accordance with applicable procedures and standards and the use of clinical supervision models can be adjusted to the needs of the implementing nurses who will be supervised.

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