

HOSPITAL SERVICE ETHICS AND CULTURE: PATIENT AND EMPLOYEE SAFETY PROTECTION BASED ON THE CODE OF ETHICS, CULTURAL VALUES, AND HEALTH LAWS – LITERATURE REVIEW

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Abstract

This study aims to examine the role of hospital service ethics and culture in protecting patient and employee safety based on professional codes of ethics, organisational cultural values, and applicable health regulations. Using a *Systematic Literature Review* approach, this study examines various national and international literature from the last ten years related to *patient safety*, safety culture, and health worker protection. The results of the study show that patient safety is greatly influenced by the application of professional ethical principles, particularly in respecting patient rights, implementing *informed consent*, and organisational culture that encourages transparency, communication, and incident reporting. On the other hand, the protection of hospital employees is closely related to a healthy organisational culture, ethical leadership, and the implementation of labour and occupational health regulations to ensure physical and psychological safety. The integration of ethics, culture, and law was found to be the main strategy capable of bridging the gap between theory and practice in the field. This study emphasises that strengthening hospital management's commitment to the code of ethics, internalising a culture of safety, and complying with health laws are the foundations for creating a safe, fair, and sustainable service environment for both patients and employees.

Keywords: medical ethics, service culture, patient safety, employee protection, health law, hospital.

Introduction

Hospitals are among the most complex healthcare institutions because they combine various professions, technologies, and management systems within a single service framework. This complexity has important consequences, whereby hospitals are not only tasked with providing medical services, but also have moral, social, and legal responsibilities to ensure the safety of all parties involved. Patients as service recipients must feel safe from the risk of medical errors, nosocomial infections, and discriminatory treatment (Kusuma & Putri, 2024) . On the other hand, hospital employees—both medical and non-medical—need protection from the risks of workplace accidents, occupational diseases, and workplace violence. This makes the issue of hospital service ethics and culture one of the main foundations in creating a

health system that is resilient, equitable, and oriented towards human safety (Wahyuni, 2024).

Patient safety has become a global issue since the landmark report *To Err is Human*, which revealed the high number of deaths due to medical errors in American hospitals. The report shook the healthcare world and emphasised that hospital services are not only about clinical competence, but also include organisational governance, work culture, professional ethics, and the application of health law (Firmansyah & Rahayu, 2024). Since then, various countries have been competing to develop regulations, accreditation systems, and patient safety culture guidelines. Indonesia has also kept pace by issuing the Health Law, the Hospital Law, and national accreditation standards that prioritise patient safety (Lubis & Pertiwi, 2024).

From an ethical perspective, hospital services must be based on fundamental principles, namely beneficence (doing good), non-maleficence (not causing harm), autonomy (respecting patient choices), and justice. These principles are not merely abstract doctrines, but practical guidelines that determine the quality of daily services. For example, when doctors explain medical procedures, they must do so honestly, comprehensively, and respect the patient's right to make decisions. Similarly, healthcare workers are prohibited from performing actions that carry excessive risk without adequate scientific evidence. The existence of a code of ethics for the medical, nursing, and other healthcare professions serves as a moral foundation for building dignified services (Santosa & Wulandari, 2023).

In addition to professional ethics, the cultural values of hospital organisations also play a crucial role in shaping work behaviour that is consistent with safety efforts. Patient safety culture, for example, stems from a shared belief within the organisation that every safety incident must be reported, studied, and prevented from recurring. This type of culture requires hospitals to not only punish individuals who make mistakes, but also to identify systemic root causes and improve work mechanisms. The culture also includes humanism, empathy, open communication between medical teams, and the hospital management's commitment to continuously invest in quality and safety systems (Syahputra & Maulina, 2023).

In the Indonesian context, hospital service culture is often influenced by social dynamics, where hierarchy is still strong, doctor-patient relationships are sometimes paternalistic, and limited human resources pose a challenge. The culture of reporting medical incidents, for example, is still not optimal due to healthcare workers' fear of stigma, sanctions, or legal action (Kusnadi, 2023). In fact, without transparent data on incidents, hospitals find it difficult to make systematic improvements. This highlights the need for a transformation towards a more open, transparent, and learning-oriented service culture, without neglecting legal aspects and professional responsibilities (Rahmadani, 2024).

The legal aspect provides a clearer framework for ensuring the safety of both patients and hospital staff. The Health Law and Hospital Law in Indonesia affirm patients' rights to safe, quality care that respects human rights. At the same time, healthcare workers are protected by labour regulations, including the right to occupational safety and health (OSH) (Susanti, 2024) . However, there is still a gap between regulations and practices in the field. Many healthcare workers face a high risk of contracting infectious diseases, experiencing violence from patients or their families, and suffering from extreme work fatigue, which has implications for patient safety (Fadhli & Putra, 2024) .

The integration of ethical codes, cultural values, and legal regulations is key to creating a safe hospital. If one aspect is not functioning optimally, the system becomes fragile. For example, when ethical codes are enforced but the culture of incident reporting is not supported, safety practices remain weak. Or when the law clearly protects healthcare workers but the organisational culture does not support employee welfare, that protection becomes merely a formality. Thus, research reviewing the literature on the integration of these three aspects is crucial for mapping challenges and identifying opportunities for improvement.

Research Method

This research method uses a *Systematic Literature Review* (SLR) approach, which is a study that aims to identify, critically assess, and synthesise research results related to ethics, service culture, and the protection of patient and hospital employee safety. The review process was conducted by searching for scientific articles, books, international organisation reports (WHO, Joint Commission International), and relevant national regulations (Health Law, Hospital Law, Ministry of Health guidelines) from the last ten years. The databases used included PubMed, Scopus, Google Scholar, and Garuda with keywords such as "patient safety culture", "hospital ethics", "health law", and "employee safety in healthcare" (Zed, 2008) . Articles meeting the inclusion criteria were analysed thematically and grouped based on the dimensions of ethical codes, organisational cultural values, and health law aspects. The results of the literature synthesis were then compared and elaborated to produce an integrative understanding of strategies for protecting patient and hospital employee safety from ethical, cultural, and legal perspectives (Elijah & Aslan, 2025) .

Results and Discussion

Ethics, Service Culture, and Patient Protection

Medical ethics is the foundation of every hospital service because it is directly related to the dignity of human beings who are the subjects of health services. Basic principles such as respecting patient autonomy, acting with good intentions, avoiding actions that carry excessive risk, and upholding justice are not merely formal norms but

moral responsibilities (Fadhli & Putra, 2024) . In the hospital context, every healthcare worker must internalise these principles in clinical decisions, communication, and attitudes towards patients . Without ethics, healthcare services will lose direction and even have the potential to harm those who should be protected (Dewi, 2023) .

Patient protection is not only about physical treatment but also about the inherent rights of patients as individuals. Professional ethics demand that the right to information, medical confidentiality, and the right to make clinical decisions be fully respected. Patients are in a vulnerable position because they are sick, uncertain, and even fearful. In such conditions, healthcare workers must not abuse their position and knowledge. This is where the importance of a code of ethics as a guideline lies, so that a fair, transparent, and humane therapeutic relationship can be established between patients and healthcare providers (Handayani & Arifin, 2024) .

As times change, hospital service practices face new challenges, such as an increasing number of patients, limited resources, and public demands for transparency. In these circumstances, hospital service culture becomes a key element in maintaining consistent service quality. A culture that emphasises empathy, respect, open communication, and teamwork can minimise the risk of patient safety incidents. Without a strong service culture, ethical principles will only become normative texts that are difficult to implement in daily practice (Hidayat, 2024) .

One important aspect of hospital service culture is the existence of a patient safety incident reporting system. The World Health Organisation (WHO) emphasises that building a safe culture means creating an environment where mistakes can be reported without fear of punishment. Transparency in reporting allows for the identification of root causes and the development of prevention strategies. However, in many Indonesian hospitals, the culture of reporting incidents is still hampered by fear, stigma, or guilt. This results in many medical errors not being properly documented, thereby slowing down improvement efforts (Fachrudin Suryadi Harun & Alim, 2025) .

The relationship between ethics and service culture is closely tied to the concept of *patient-centred care*. This principle not only emphasises effective medical treatment, but also full attention to the emotional and psychological needs of patients. Ethics encourage healthcare workers to respect patients' choices, while service culture reinforces empathy and open communication so that patients feel involved. With a combination of both, patients are not just objects, but active partners in the healing process (Aminah & Susilo, 2024) .

Patient protection in the context of ethics and culture can also be seen from the aspect of fairness in service. Hospitals, as public service institutions, must not discriminate against patients based on social status, economic status, religion, or background. Professional ethics demand equal service, while service culture reinforces the spirit of inclusivity among medical personnel. This practice is in line with the

mandate of the Indonesian Health Law () which guarantees the right of every citizen to obtain proper services without discrimination (Rahmi & Sidik, 2024) .

In practice, tensions often arise when the demands of hospital organisational efficiency clash with ethical principles and service culture. For example, hospitals with very high patient numbers often reduce the quality of communication between doctors and patients, which has the potential to neglect patients' rights to full information. A good service culture should be able to overcome these efficiency pressures by innovating, strengthening service flow management, and ensuring that efficiency does not compromise patient safety or rights (Haris, 2024) .

Research conducted (Hartanti, 2007) shows that the development of a *safety-first* culture is highly dependent on ethical leadership. Leadership is the main driving force that determines whether hospitals dare to uphold the values of transparency, responsibility, and accountability. Hospital leaders who uphold ethics and set an example of respecting patients will create the same organisational climate across all staff levels. Conversely, if leaders are authoritarian and non-transparent, the organisational culture tends to be closed, resulting in low patient protection.

Ethics is also closely related to the issue of *informed consent* or consent to medical treatment. The right of patients to obtain clear information about their diagnosis, medical procedures, risks, and treatment alternatives is part of basic protection. Hospitals with a good communication culture will encourage their health workers not only to formally ask for the patient's signature, but also to ensure that the patient truly understands. Thus, ethics and service culture combine to protect the dignity and basic rights of patients (Nurnaeni, 2025) . In addition to communication, patient protection is closely related to *clinical safety*. Ethics require doctors and nurses to constantly update their competencies based on the latest scientific evidence. Meanwhile, service culture ensures that the entire healthcare team works in coordination, reminds each other, and does not hesitate to report incorrect procedures. The integration of the two will reduce the risk of *medical errors*, which are one of the biggest threats to patient safety in modern hospitals (Anwar & Fitria, 2023) .

Hospital service culture also includes respect for patient cultural diversity. Ethics demand respect for human dignity, while service culture accommodates patients' beliefs, languages, and customs. For example, in the multicultural context of Indonesia, Muslim patients have the right to be served in accordance with their religious values, including the provision of halal food and prayer companions. Respect for these values not only prevents conflict but also builds patient trust in hospitals (Nuraini & Zulham, 2024) .

Patient protection through ethical and cultural service must also encompass psychological aspects. Patients need not only medical treatment but also peace of mind. Nursing ethics encourage *caring* and empathy, while organisational culture strengthens support for nurses so that they have the time and energy to provide emotional care. In

many cases, psychological support has been shown to accelerate the patient's healing process while increasing service satisfaction (Yanti, 2023).

A major challenge for hospitals is how to balance legal compliance, ethical implementation, and cultural reinforcement. Several studies show that formal regulations or laws alone are not sufficient to guarantee patient safety if they are not accompanied by the internalisation of a strong organisational culture. Patients can still be threatened by neglect, rigid bureaucracy, or a culture of turning a blind eye to mistakes. Therefore, the role of the code of ethics and service culture becomes a connecting factor that bridges the gap between regulations and actual practices in the field (Irawan, 2024).

The implementation of ethics and service culture can be measured through patient safety indicators such as safety incident rates, patient satisfaction levels, and hospital accreditation results. Hospitals that instil a culture of transparency usually show a decrease in *adverse event* rates. Similarly, doctor-patient interactions that prioritise the principles of autonomy and open communication have been shown to increase satisfaction while reducing the potential for medical disputes. Thus, investing in strengthening ethical culture not only has a moral impact but also contributes to the overall quality of service (Rizki & Sari, 2025).

Based on the above description, it can be emphasised that ethics and hospital service culture play a strategic role in protecting patient safety. Ethics provide normative direction that demands moral behaviour, while service culture creates a collective environment that supports the application of these values in practice. Patient protection can no longer be viewed solely as the result of medical procedures, but rather as the result of synergy between ethical integrity, a healthy organisational culture, and the application of health law standards. Hospitals that consistently build these three elements will be able to deliver safe, humane, and sustainable services.

Ethics, Organisational Culture, and Employee Protection

The protection of hospital employees is an issue that is no less important than patient protection, because the occupational safety of health workers and support staff directly impacts the quality of service. Health professional ethics not only regulate the relationship between medical personnel and patients, but also demand that institutions have a moral responsibility to protect their workers from physical and psychological risks. Employees who work in safe, fair, and respected conditions will be able to provide higher quality services and reduce risks to patient safety (Maulana & Wulandari, 2025).

From an ethical perspective, healthcare workers are entitled to a work environment that upholds human dignity. The principle of justice emphasises that healthcare workers are entitled to equal treatment, including in the distribution of workloads, access to personal protective equipment, and opportunities for professional development. Ignoring these rights not only violates the code of ethics but also leaves

healthcare workers vulnerable to adverse consequences, such as workplace accidents and decreased employee motivation (Fauzi, 2025).

Hospital organisational culture significantly influences the extent to which employee protection can be implemented. Hospitals with supportive, transparent cultures that value participation tend to be more successful in safeguarding the safety of their medical staff. Conversely, a rigid, hierarchical organisational culture that tends to blame individuals for every mistake makes workers reluctant to report problems, allowing potential hazards to continue unchecked (Sari & Nurhadi, 2021). Therefore, transforming the work culture is urgent for employee protection.

The occupational risks faced by hospital staff are diverse, ranging from exposure to infectious diseases (HIV, hepatitis, tuberculosis), accidents caused by medical equipment, work fatigue due to long hours, to verbal or physical abuse from patients or their families. Adequate protection can only be achieved if hospitals treat work safety as a top priority in their organisational culture. Professional ethics emphasise that no medical personnel should have their health sacrificed for the sake of service efficiency (Snak, 2025).

Research conducted by (Larasati, 2021) shows that *occupational safety culture* is an important factor in reducing the rate of workplace accidents in hospitals. This employee safety culture includes the routine use of personal protective equipment, ongoing training, and a supportive work risk reporting system that involves all levels of the organisation. A hospital committed to ethics and a safety culture will foster trust among employees, making them more proactive in detecting and preventing potential hazards in the work environment. In addition to physical aspects, employee protection also concerns mental health. High pressure, long working hours, and the emotional burden of treating critical patients often lead to burnout and depression. From an ethical standpoint, hospitals are required to provide support systems in the form of psychological counselling, stress management, and balanced work schedules. A healthy organisational culture does not only focus on productivity but also creates a work environment that cares about the psychological well-being of employees (Wibowo, 2023).

Legal protection for hospital employees is also inseparable from the implementation of ethics and organisational culture. Regulations in Indonesia, such as the Health Law, Hospital Law, and regulations on Occupational Health and Safety (K3), provide a legal basis that must be enforced. However, the success of implementing these regulations is highly dependent on the organisational culture at the hospital level. If the organisational culture tends to neglect aspects of workplace protection, then the law will be difficult to enforce consistently (Yudha & Widya, 2024).

One form of the interconnection between ethics, culture, and employee protection is in the aspect of communication. Hospitals with a closed culture tend to give rise to internal conflicts, misunderstandings between staff, and even potential

harassment or discrimination in the workplace. Professional ethics encourage honest and respectful communication, while organisational culture supports the creation of open hierarchical and horizontal communication channels. With healthy communication, employee safety issues can be identified earlier and risks can be minimised (Galleryzki, 2021) .

The issue of violence against healthcare workers has recently become a serious concern, both globally and nationally. Many medical personnel in emergency rooms, for example, face physical and verbal threats from patients' families. Protecting employees from this aspect is not only a matter of physical security but also of maintaining professional dignity. An organisational culture that values healthcare workers and supports them when facing difficult situations is a tangible form of applying ethics that protect medical workers (Hapsari, 2024) .

Compensation and rewards also fall within the realm of employee protection ethics. Fair wages, incentives for high-risk work, and health insurance are part of the moral rights of workers. Hospitals with a fair organisational culture ensure that all healthcare workers receive fair compensation commensurate with their contributions. When employees feel valued financially and professionally, loyalty levels increase and the risk of work errors due to economic stress can be reduced (Putri & Santoso, 2025) .

Professional ethics also emphasise the importance of career development opportunities for healthcare workers. Regular training, access to scientific conferences, and competency improvement programmes are ways in which hospitals protect employees from professional stagnation. An organisational culture that supports continuous learning will strengthen the motivation of medical personnel while improving the quality of patient care. Thus, employee protection is not only physical or legal, but also intellectual (Hasanah, 2024) .

The implementation of an ethical organisational culture is also closely related to hospital leadership. Leaders with integrity will uphold justice, take action against violence or discrimination, and provide space for staff aspirations. Conversely, authoritarian leadership often creates a culture of fear, which ultimately undermines employee protection. Therefore, an ethical leadership model is a determining factor in the successful implementation of an organisational culture oriented towards staff safety (Harapan & Sari, 2025) . The relationship between employee protection and patient protection is also very close. Employees who are healthy, prosperous, and feel safe will work with full concentration, reducing the risk of medical errors and providing optimal service. Conversely, employees who are tired, stressed, or feel unsafe are more prone to making mistakes. Therefore, building an ethical and protective culture for healthcare workers is actually an indirect strategy to strengthen patient safety (Yulianti & Rahman, 2024) .

Challenges in implementing employee protection typically arise in the form of budget constraints, resistance from long-standing organisational culture, and weak

oversight of regulatory implementation. Many private and public hospitals face the dilemma of balancing operational cost reduction with maintaining healthcare worker welfare. However, literature indicates that investing in long-term staff protection is more efficient, as it reduces costs associated with sick leave, staff turnover, and legal claims related to workplace accidents (Fatimah, 2023) .

Thus, hospital employee protection cannot be viewed solely as an operational burden, but rather as an ethical, cultural, and legal obligation. Professional ethics demand respect for the rights of medical personnel, organisational culture reinforces the translation of these values into everyday work life, and health regulations provide the legal basis to ensure their sustainability. Hospitals that can integrate all three will create a safe, healthy, and productive work environment, which will ultimately improve service quality and protect the safety of both patients and employees simultaneously.

Conclusion

Hospital service ethics and culture have proven to play a very important role in protecting the safety of both patients and employees. Ethical principles such as respecting autonomy, doing good, not causing harm, and upholding justice must be combined with organisational cultural values that emphasise transparency, empathy, open communication, and a commitment to safety. In the context of patient care, ethics provides a normative framework, while service culture creates a real environment that supports the application of these values. The two complement each other to build a more humane and safer service system for patients.

The protection of hospital employees is also inseparable from the integration of ethics, culture, and regulations. Healthcare workers have the right to work in a physically and psychologically safe environment, be legally protected from occupational hazards, and be valued as professionals. A healthy organisational culture encourages reporting systems, team collaboration, and work-life balance so that employees can work optimally without sacrificing their well-being. Legal regulations such as the Health Law and Hospital Law provide a formal framework, but they must be brought to life through professional ethics and organisational cultural values for protection to be effective.

Thus, the protection of patient and hospital employee safety can only be achieved through synergy between the code of ethics, service culture, and health laws. The gap between theory and practice that still exists needs to be bridged through ethical leadership, organisational culture transformation, and management commitment to prioritising safety over efficiency alone. This literature review confirms that hospitals that consistently build the integration of ethics, culture, and law are not only able to provide quality services but also create a sustainable, safe, and fair working environment for all parties involved.

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