

## INTISARI

**Latar belakang:** Pengalaman pasien merupakan salah satu komponen dan luaran dari mutu layanan kesehatan. Walau demikian, pengukuran pengalaman pasien masih jarang dilakukan di Indonesia. Jumlah rumah sakit di kota Malang mengalami peningkatan sehingga terjadi persaingan yang cukup ketat di bisnis rumah sakit. Untuk menjawab hal tersebut RSIA Mardi Waloeja Rampal, Malang (RSIA Mawar) telah mengukur indeks kepuasan pasien dengan capaian 82-89%, dari berbagai kriteria yang diukur nilai kepuasan paling rendah pada pelayanan rawat jalan. Secara umum, capaian nilai telah baik namun terdapat beberapa komentar negatif pasien di kolom ‘saran dan masukan’ pada form kepuasan pasien. Hal ini mengindikasikan bahwa survei kepuasan pasien belum menggambarkan pengalaman nyata yang dialami pasien.

**Tujuan:** Mendeskripsikan pengalaman pasien rawat jalan dan merumuskan rekomendasi perbaikan pengalaman pasien rawat jalan di RSIA Mardi Waloeja Rampal, Malang

**Metode:** Menggunakan metode studi kasus. Subjek penelitian yaitu pasien di layanan rawat jalan, dokter dan perawat di pelayanan rawat jalan, dan manajemen RS. Data kuantitatif dikumpulkan dengan kuisisioner pengalaman pasien rawat jalan (OPEQ) yang diterjemahkan dan dimodifikasi. Data kuantitatif diolah dan disajikan secara deskriptif. Data kualitatif didapatkan melalui diskusi kelompok terarah atau wawancara dengan pasien rawat jalan, dokter dan perawat rawat jalan, dan manajemen RS. Data kualitatif dianalisis secara tematik.

**Hasil:** Studi kuantitatif menunjukkan mayoritas responden menyatakan setuju pada pernyataan di kuisisioner pengalaman pasien rawat jalan. Studi kualitatif menggali hasil kuantitatif sekaligus untuk menghasilkan rekomendasi perbaikan. Selain ketujuh dimensi pengalaman pasien rawat jalan ditemukan bahwa jumlah sumber daya manusia di rumah sakit juga dianggap mempengaruhi pengalaman pasien.

**Kesimpulan:** Pengalaman pasien rawat jalan sudah cukup baik namun ada peluang perbaikan. Dimensi yang memberikan pengalaman yang baik adalah dimensi komunikasi perawat-pasien. Sedangkan dimensi yang masih membutuhkan peningkatan adalah dimensi lingkungan fisik dan kemudahan; informasi kesehatan; dan biaya medis. Terdapat beberapa rekomendasi yang telah dirumuskan untuk meningkatkan pengalaman pasien rawat jalan. RSIA Mawar diharapkan melakukan pengukuran pengalaman pasien dan membahasnya secara berkala.

**Kata kunci:** Pengalaman Pasien, Studi Kasus, Kuesioner, Wawancara, DKT

## ABSTRACT

**Background:** Patient experience is one of the components and outcomes of health service quality. However, measuring patient experience is still rarely done in Indonesia. The number of hospitals in Malang city increase every year that creates fairly tough competition in hospital business. To answer that challenge, Mardi Waloeja Rampal Children and Woman Hospital (RSIA Mawar) has measured the patient satisfaction index with an achievement of 82-89% with the lowest satisfaction score in outpatient services. Even so, hospital still received several negative comments written by patients in the 'suggestions and input' column on the patient satisfaction form. This indicates that the patient satisfaction survey has not described the real experience that patients receive.

**Objectives:** To describe the outpatient experience and formulate recommendations for improving the outpatient experience at RSIA Mawar, Malang

**Methods:** The design of this study is a retrospective case study. The research subjects were patients in outpatient services, doctors and nurses in outpatient services, and related hospital management. Quantitative data were collected by translated and modified outpatient experience questionnaire (OPEQ). Quantitative data will be processed and presented descriptively. Qualitative data were obtained by in-depth interviews with outpatients, doctors, and nurses as well as discussions with groups of hospital management. Qualitative data was analyzed thematically.

**Results:** Quantitative studies show that the majority of respondents agree with the statements in the outpatient experience questionnaire. Qualitative studies dig deeper informations into quantitative results and also generate recommendations for improvement. In addition to the seven dimensions of outpatient experience, it was found that the number of human resources in the hospital was also considered to influence the patient experience.

**Conclusions:** The outpatient experience is quite good but there is still room for improvement. The dimension that has provided a good experience in outpatient services is the dimension of nurse-patient communication. The dimensions that still need improvement are the dimensions of physical environment and convenience; health information; and medical costs. There are several recommendations that have been formulated to improve the outpatient experience. RSIA Mawar is expected to be able to measure patient experiences and discuss it regularly.

**Keywords:** *Patient Experience, Case Study, Questionnaire, In-depth Interviews, Focus Group Discussion*