

## GAMBARAN INDIKATOR MUTU KLINIS *EMERGENCY RESPONSE TIME* 2 (ERT 2) DI KAMAR OPERASI EMERGENSI RSUP DR SARDJITO YOGYAKARTA

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### Intisari

**Latar Belakang:** Rumah sakit (RS) menyediakan layanan kesehatan, termasuk Instalasi Gawat Darurat (IGD) yang bertanggung jawab atas perawatan darurat. IGD dianggap indikator utama kualitas RS, memainkan peran dalam kegawatdaruratan medis dan bencana. Pelayanan multidisiplin IGD bertujuan meningkatkan penyelamatan dan mengurangi komplikasi. Standar baku, termasuk Emergency Response Time (ERT), penting untuk menilai kualitas pelayanan. RSUP Dr. Sardjito Yogyakarta berupaya mencapai standar ERT 2 100%, meskipun kendala di lapangan sering terjadi. Penelitian ini fokus pada evaluasi ERT 2 di kamar operasi IGD untuk memahami faktor-faktor yang memengaruhi pencapaian waktu tanggap.

**Metode:** Penelitian ini menggunakan deskriptif dengan pendekatan retrospective, menggunakan data sekunder dari rekam medis dan register pendaftaran pasien di kamar operasi emergensi IGD RSUP Dr. Sardjito Yogyakarta.

**Hasil:** Penelitian ini menemukan bahwa pasien usia 51-65 tahun dominan di kamar operasi emergensi. Capaian waktu ERT 2 tertinggi pada kelompok ini (21%) dengan 9% tidak tercapai. Kelompok usia lebih dari 65 tahun memiliki capaian rendah (6%). Distribusi pasien berdasarkan jenis kelamin serupa. Rata-rata waktu ERT 2 menunjukkan variasi, dengan sekitar 70% observasi mencapai target waktu. Tahapan operasi juga bervariasi, perlu diperhatikan untuk optimalisasi respons dan kualitas layanan.

**Kesimpulan:** Penelitian ini menyimpulkan bahwa ERT 2 di kamar operasi RSUP Dr. Sardjito Yogyakarta umumnya tercapai. Keputusan operasi memiliki waktu terlama. Ketercapaian tertinggi pada pasien laki-laki, Orthopedi, dan rujukan.

**Kata Kunci:** Emergency Response Time; Kualitas Pelayanan; IGD

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## OVERVIEW OF CLINICAL QUALITY INDICATORS FOR EMERGENCY RESPONSE TIME 2 (ERT 2) IN THE EMERGENCY OPERATING ROOM OF RSUP DR SARDJITO YOGYAKARTA

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### Abstract

**Background:** Hospitals provide healthcare services, including Emergency Department (ED), responsible for emergency care. ED is a key indicator of hospital quality, playing a role in medical emergencies and disasters. Multidisciplinary ED services aim to improve survival and reduce complications. Standardized measures, including Emergency Response Time (ERT), are essential for assessing service quality. RSUP Dr. Sardjito Yogyakarta strives to achieve a 100% ERT 2 standard, despite frequent challenges. This study focuses on evaluating ERT 2 in the ED operating room to understand factors influencing response time achievement.

**Method:** This descriptive retrospective study used secondary data from medical records and patient registration records in the ED operating room at RSUP Dr. Sardjito Yogyakarta.

**Results:** The study found that patients aged 51-65 were dominant in the ED operating room. The highest ERT 2 achievement in this group (21%) with 9% not achieved. The age group over 65 had a low achievement (6%). Patient distribution by gender was similar. Average ERT 2 time showed variation, with approximately 70% of observations meeting the target time. Operation stages also varied and need attention for response optimization and service quality.

**Conclusion:** This study concludes that ERT 2 in the operating room at RSUP Dr. Sardjito Yogyakarta is generally achieved. Operation decisions take the longest time. The highest achievement is in male patients, Orthopedics, and referrals.

**Keywords:** Emergency Response Time; Service Quality; Emergency Department

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