

ABSTRAK

Latar Belakang: Layanan bedah anak merupakan komponen vital dalam sistem perawatan kesehatan, yang berperan penting dalam meningkatkan kualitas hidup dan keselamatan pasien anak. Di Rumah Sakit Umum Pusat Persahabatan (RSUPP), peningkatan layanan bedah anak menjadi semakin penting seiring dengan perkembangan teknologi medis yang diimbangi tersedianya tenaga kesehatan memadai. Latar belakang jurnal ini mengeksplorasi urgensi peningkatan layanan bedah anak melalui pengembangan infrastruktur, peningkatan kompetensi tenaga medis, dan penerapan standar pelayanan yang lebih baik dengan hasil akhir peningkatan kunjungan dan kepuasan pasien. Selain itu, penelitian ini juga menyoroti tantangan yang dihadapi serta strategi yang efektif untuk mengatasi hambatan dalam upaya optimalisasi layanan bedah anak di RSUPP.

Tujuan: (1) Mendeskripsikan business process pelayanan bedah anak di RSUPP, (2) Menjelaskan faktor-faktor yang berkaitan dengan optimalisasi pelayanan bedah anak di RSUPP, (3) Merumuskan konsep optimalisasi pelayanan bedah anak di RSUPP

Metode: Penelitian ini menggunakan desain penelitian kualitatif dengan analisis deskriptif. Studi ini dilaksanakan dengan observasi dan pengisian kuisioner oleh keluarga pasien bedah anak dan manajemen Rumah Sakit terkait pelayanan bedah anak RSUPP. Studi ini dilakukan untuk menggali lebih dalam mengenai faktor-faktor yang terkait layanan bedah anak di RSUPP.

Hasil: (1) Proses bisnis layanan bedah anak di RS Persahabatan mencakup serangkaian langkah yang sistematis untuk memastikan pasien anak menerima perawatan bedah yang aman dan efektif: penerimaan pasien, konsultasi dan diagnostik, perencanaan dan persiapan operasi, pelaksanaan operasi, paska operasi, follow-up dan rehabilitasi, penyelesaian administrasi; (2) Rating kekuatan bernilai rata-rata 4,49 yakni pasien menilai bahwa RS Persahabatan memiliki banyak kekuatan yang telah diupayakan oleh pihak manajemen Rumah Sakit; Rating kelemahan bernilai rata-rata 3.55, yakni pasien menilai bahwa RS Persahabatan memiliki sedikit kelemahan yang telah diupayakan untuk diminimalkan oleh pihak manajemen Rumah Sakit; Rating peluang bernilai rata-rata 4.07, yakni pasien menilai bahwa RS Persahabatan memiliki banyak peluang yang dapat diupayakan oleh pihak manajemen Rumah Sakit; Rating ancaman bernilai rata-rata 3.49, yakni pasien menilai bahwa RS Persahabatan memiliki sedikit ancaman dan pihak manajemen Rumah Sakit telah mengupayakan tindakan antisipatif sebelumnya. (3) Strategi yang paling tepat untuk RS Persahabatan adalah strategi SO atau strategi agresif (0,475;0,299).

Kesimpulan dan saran: Faktor interna melalui pengembangan infrastruktur, peningkatan kompetensi tenaga medis, dan penerapan standar pelayanan yang lebih baik; faktor eksterna berupa pemanfaatan media sosial sebagai media edukasi dan promosi, BPJS Kesehatan dan lokasi strategis bermanfaat untuk optimalisasi layanan bedah anak di RSUPP.

Kata Kunci: Faktor interna, faktor eksterna, layanan bedah anak

ABSTRACT

Background: Paediatric surgery services are a vital component of the healthcare system, which plays an important role in improving the quality of life and safety of paediatric patients. At the Friendship Center General Hospital (RSUPP), the improvement of pediatric surgery services has become increasingly important along with the development of medical technology which is balanced by the availability of adequate health workers. The background of this journal explores the urgency of improving pediatric surgery services through infrastructure development, increasing the competence of medical personnel, and implementing better service standards with the end result of increased visits and patient satisfaction. In addition, this study also highlights the challenges faced and effective strategies to overcome obstacles in efforts to optimize pediatric surgery services at RSUPP.

Objectives: (1) To describe the business process of pediatric surgery services at RSUPP, (2) To explain the factors related to the optimization of pediatric surgery services at RSUPP, (3) To formulate the concept of optimizing pediatric surgery services at RSUPP

Methods: This study uses a qualitative research design with descriptive analysis. This study was carried out by observation and filling out questionnaires by the families of pediatric surgery patients and hospital management related to pediatric surgery services at RSUPP. This study was conducted to dig deeper into the factors related to pediatric surgery services at RSUPP.

Results: (1) The business process of pediatric surgery services at Friendship Hospital includes a series of systematic steps to ensure that pediatric patients receive safe and effective surgical care: patient admission, consultation and diagnosis, surgery planning and preparation, operation implementation, post-surgery, follow-up and rehabilitation, administrative completion; (2) The average strength rating is 4.49, namely patients consider that the Friendship Hospital has many strengths that have been worked on by the hospital management; The average weakness rating is 3.55, namely patients consider that the Friendship Hospital has a few weaknesses that have been tried to be minimized by the hospital management; The opportunity rating has an average value of 4.07, namely patients consider that the Friendship Hospital has many opportunities that can be pursued by the hospital management; The threat rating has an average value of 3.49, which means that the patient considers that the Friendship Hospital has little threat and the hospital management has tried anticipatory actions beforehand. (3) The most appropriate strategy for Friendship Hospital is the SO strategy or aggressive strategy (0.475; 0.299).

Conclusions and suggestions: Internal factors through infrastructure development, increasing the competence of medical personnel, and the implementation of better service standards; external factors in the form of the use of social media as educational and promotional media, BPJS Kesehatan and strategic locations are useful for optimizing pediatric surgery services at RSUPP.

Keywords: Internal factors, external factors, pediatric surgery services