



## **KEBUTUHAN DAN MASALAH KELUARGA PASIEN DI INSTALASI GAWAT DARURAT : *MIXED-METHOD STUDY***

Rafi Achmad Rukhama<sup>1</sup>, Sri Setiyarini<sup>2</sup>, Intansari Nurjannah<sup>3</sup>

### **INTISARI**

**Latar belakang:** Saat salah satu anggota keluarga dirawat di Instalasi Gawat Darurat (IGD), keluarga yang mendampingi rentan karena harus menghadapi situasi yang mendadak, tidak terduga, dan penuh emosi. Meskipun staf IGD berupaya memberikan dukungan kepada keluarga pasien, kebutuhan keluarga seringkali belum terpenuhi. Mengenali kebutuhan dan masalah keluarga pasien menjadi sangat penting bagi staf IGD untuk memberikan layanan kesehatan yang optimal, dan memberikan kepuasan bagi keluarga pasien.

**Tujuan:** Mengidentifikasi dan mengeksplorasi kebutuhan dan masalah keluarga pasien di IGD.

**Metode:** Pendekatan yang digunakan adalah *Mixed-Method Sequential Explanatory*. Penelitian dilakukan di 3 rumah sakit di Jawa Tengah dan Yogyakarta pada bulan Februari-Mei 2024. Pengambilan data dilakukan dengan menggunakan instrumen CCFNI-ED dan didalami dengan wawancara semi terstruktur. Variabel masalah didalami pada tahap kualitatif menggunakan panduan wawancara bersamaan dengan variabel kebutuhan dan dianalisis menggunakan pendekatan Miles dan Huberman.

**Hasil:** Kebutuhan penting yang dirasakan keluarga pasien adalah kenyamanan dengan rata-rata  $3,50 \pm 0,405$ , proses dukungan keluarga dengan rata-rata  $3,46 \pm 0,418$ , komunikasi dengan anggota keluarga dengan rata-rata  $3,32 \pm 0,415$  dan partisipasi anggota keluarga dalam perawatan dengan rata-rata  $3,25 \pm 0,443$ . Kebutuhan keluarga ini dinilai berdasarkan skala 1-4, di mana 1 = tidak penting, 2 = agak penting, 3 = penting, dan 4 = sangat penting. Terdapat temuan tema masalah yaitu masalah pelayanan, masalah komunikasi dan informasi, serta masalah psikologi dan fisik.

**Kesimpulan:** Penelitian ini menunjukkan empat kebutuhan keluarga yaitu kebutuhan kenyamanan, dukungan, komunikasi dan partisipasi keluarga dalam perawatan. Terdapat tiga masalah keluarga yaitu masalah pelayanan, komunikasi dan informasi, serta psikologi dan fisik.

**Kata Kunci:** Kebutuhan Keluarga, Masalah Keluarga, Keluarga pasien, Layanan IGD, Instalasi Gawat Darurat, Keperawatan



## **FAMILY NEEDS AND PROBLEMS OF PATIENTS IN THE EMERGENCY DEPARTMENT : A MIXED-METHOD STUDY**

Rafi Achmad Rukhama<sup>1</sup>, Sri Setiyarini<sup>2</sup>, Intansari Nurjannah<sup>3</sup>

### **ABSTRACT**

**Background:** When a family member is admitted to the Emergency Department (ED), the accompanying family is vulnerable because they have to deal with a sudden, unexpected and emotionally charged situation. Despite the efforts of ED staff to provide support to the patient's family, the family's needs are often not met. Recognizing the needs and concerns of the patient's family is crucial for ED staff to provide optimal health care, and provide satisfaction for the patient's family.

**Objective:** Identify and explore the needs and concerns of the patient's family in the ED.

**Methods:** The approach used was Mixed-Method Sequential Explanatory. The study was conducted in 3 hospitals in Central Java and Yogyakarta in February-May 2024. Data were collected using the CCFNI-ED instrument and explored with semi-structured interviews. Problem variables were explored at the qualitative stage using an interview guide along with need variables and analyzed using the Miles and Huberman approach.

**Results:** The important needs felt by the patient's family were comfort with an average of  $3.50 \pm 0.405$ , the family support process with an average of  $3.46 \pm 0.418$ , communication with family members with an average of  $3.32 \pm 0.415$  and participation of family members in care with an average of  $3.25 \pm 0.443$ . These family needs were rated on a scale of 1-4, where 1 = not important, 2 = somewhat important, 3 = important, and 4 = very important. There were findings of problem themes, namely service problems, communication and information problems, and psychological and physical problems.

**Conclusion:** This study showed four family needs: comfort, support, communication and family participation in care. There were three family problems, namely service, communication and information, and psychological and physical problems.

**Keywords:** Family necessity, Family concerns, Emergency services, Emergency room, Nursing