

INTISARI

ANALISIS PEMANFAATAN LAYANAN AMBULANS *NON-EMERGENCY* DI DAERAH ISTIMEWA YOGYAKARTA

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ABSTRAK

Latar Belakang: Pelayanan ambulans *non-emergency* merupakan salah satu pelayanan emergensi pra fasyankes (fasilitas layanan kesehatan) dan antar fasyankes. Ambulans *non-emergency* memiliki sistem dan standardisasi yang berbeda di berbagai negara. Banyaknya ambulans *non-emergency* yang ada di D.I Yogyakarta baik dari institusi kesehatan maupun institusi masyarakat non kesehatan dengan sumber daya yang kurang memadai membuat pemanfaatan layanan ambulans *non-emergency* di masyarakat menjadi kurang maksimal dan pelayanan yang diberikan di bawah standard.

Tujuan: Menganalisis pemanfaatan layanan ambulans *non-emergency* di D.I Yogyakarta, mengidentifikasi kompetensi petugas ambulans *non-emergency*, ketaatan penggunaan rotator, kecepatan, standardisasi ambulans dan jenis kasus yang ditangani ambulans *non-emergency*.

Metode: Rancangan utamanya menggunakan rancangan deskriptif kuantitatif, melibatkan 249 responden petugas ambulans *non-emergency* yang beroperasi di DIY. Pengambilan data dilakukan dari bulan Mei-Juni 2025 menggunakan kuesioner yang disusun peneliti. Analisis data untuk tujuan utama dalam penelitian ini akan dilakukan menggunakan analisis statistik deskriptif univariat

Hasil: Layanan ambulans dibedakan menjadi 3: pertolongan pra rumah sakit, transport pasien dari lokasi kejadian ke fasilitas kesehatan, dan kendaraan transport rujukan antar fasilitas kesehatan, 88,35% ambulans *non-emergency* melaksanakan ketiga fungsi tersebut. Mayoritas responden dalam penelitian merupakan driver ambulans (85,4%). Sebagian petugas ambulans telah memiliki kompetensi pelatihan BHD (90,36%), PPGD (46,59%) dan komunikasi (90,76%). Jenis kasus yang ditangani ambulans dalam penelitian ini yaitu kasus trauma (54,62%) dan kasus non trauma (45,38%). Ambulan *non-emergency* lebih banyak membawa kasus *emergency* (63,05%) daripada kasus *non-emergency* (36,95%). Persentase ketaatan ambulan *non-emergency* di DI Yogyakarta cenderung kurang baik yaitu sebesar 4,82%. Ambulan *non-emergency* di DI Yogyakarta (84,74%) tidak bisa memenuhi semua kriteria kelengkapan standarisasi ambulan *non-emergency*.

Kesimpulan: Persentase ketaatan dan standarisasi ambulans *non-emergency* di DI Yogyakarta cenderung kurang baik dalam melakukan pertolongan pra rumah sakit, pengangkutan pasien dari lokasi kejadian ke fasilitas kesehatan, dan kendaraan transport rujukan antar fasilitas kesehatan.

Kata kunci: ambulan, *non-emergency*, perawatan pra-hospital

ABSTRACT

ANALYSIS OF THE UTILIZATION OF NON-EMERGENCY AMBULANCE SERVICES IN THE SPECIAL REGION OF YOGYAKARTA

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ABSTRACT

Background:

Non-emergency ambulance services are a component of pre-hospital care and inter-facility patient transfer. These services vary in system and standardization across countries. In Yogyakarta, a large number of non-emergency ambulances from both healthcare and non-healthcare institutions, often lacking adequate resources, have led to substandard utilization and services.

Objective:

This study aimed to analyze the utilization of non-emergency ambulance services in Yogyakarta, assess the competency of ambulance personnel, adherence to operational protocols, vehicle speed, ambulance and personnel standardization, types of cases handled by non-emergency ambulances.

Methods:

A descriptive quantitative design was employed with 249 respondents, consisting of non-emergency ambulance personnel operating in the Yogyakarta region. Data were collected from May to June 2025 using a researcher-developed questionnaire. Univariate descriptive statistics were used for analysis.

Results:

Ambulance services in this study were divided into three functional categories: pre-hospital care, patient transport from the scene of the incident to a health facility, and inter-facility referral transport. A total of 88.35% of non-emergency ambulances performed all three functions. The majority of respondents in the study were ambulance drivers (85.4%). Some ambulance personnel have completed training in Basic Life Support (BHD) (90.36%), Advanced Life Support (PPGD) (46.59%), and communication (90.76%). The types of cases handled by ambulances in this study were trauma cases (54.62%) and non-trauma cases (45.38%). Non-emergency ambulances transported more emergency cases (63.05%) than non-emergency cases (36.95%). The compliance rate of non-emergency ambulances in DI Yogyakarta is relatively low at 4.82%. Non-emergency ambulances (84.74%) fail to meet all the criteria for standardization of non-emergency ambulances.

Conclusion:

The percentage of compliance and standardization of non-emergency ambulances in DI Yogyakarta tends to be poor in providing pre-hospital care, transporting patients from the scene of the incident to health facilities, and transporting patients between health facilities

Keywords: *ambulance, non-emergency, pre-hospital care*