



INTISARI

Latar Belakang: Pendekatan sistem evaluasi mutu berbasis pengalaman pasien, sejalan dengan prinsip *patient-centered care* yang menjadi arah kebijakan nasional dan internasional dalam peningkatan mutu layanan kesehatan. Dibandingkan dengan kepuasan pasien, pengalaman pasien lebih mencakup interaksi dan persepsi dari pasien selama menjalani perawatan dan penting untuk penyusunan kebijakan, perencanaan intervensi, dan evaluasi mutu pelayanan kesehatan.

Tujuan: mendeskripsikan pengalaman pasien rawat inap kasus ACS di RSUD Pesawaran serta merumuskan rekomendasi perbaikan untuk meningkatkan pengalaman pasien rawat inap kasus ACS di RSUD Pesawaran.

Metode: Penelitian ini menggunakan pendekatan penelitian kuantitatif dengan desain penelitian cross-sectional. Instrumen pada penelitian ini adalah kuesioner yang dikembangkan dari PPE-15 dan disesuaikan dengan kasus ACS di instalasi rawat inap. Penelitian dilaksanakan di unit rawat inap RSUD Pesawaran, Kabupaten Pesawaran, Lampung, pada bulan Oktober hingga November 2024. Sampel penelitian terdiri dari 30 pasien rawat inap dengan diagnosa ACS yang dipilih melalui metode purposive sampling. Data dianalisis menggunakan analisis univariat, bivariat dengan uji chi-square, dan analisis deskriptif kualitatif.

Hasil: Hasil penelitian menunjukkan bahwa sebagian besar pasien memiliki pengalaman yang baik selama menjalani perawatan rawat inap kasus ACS di RSUD Pesawaran. Faktor yang paling berkontribusi positif adalah kualitas komunikasi dokter dan perawat, edukasi obat, serta kecepatan pelayanan. Namun demikian, beberapa aspek masih perlu ditingkatkan, seperti keterlibatan pasien dalam pengambilan keputusan, kejelasan dokter penanggung jawab, serta edukasi pemulihan bagi keluarga. Analisis juga menunjukkan bahwa faktor intrapersonal seperti kondisi klinis dan keberadaan komorbid berpengaruh terhadap variasi pengalaman pasien, sementara faktor demografis seperti usia, jenis kelamin, pendidikan, dan jaminan kesehatan tidak menunjukkan pengaruh signifikan.

Kesimpulan: Pengalaman pasien ACS di RSUD Pesawaran secara umum positif, namun masih terdapat ruang untuk peningkatan dalam hal keterlibatan pasien dalam pengambilan keputusan, kejelasan identifikasi dokter penanggung jawab, dan edukasi pemulihan untuk keluarga. Faktor-faktor yang mempengaruhi pengalaman pasien bersifat multidimensional, mencakup aspek interpersonal, institusional, dan kebijakan publik.

Kata Kunci: Pengalaman pasien, Acute Coronary Syndrome, Rawat inap, Patient-centered care, Kualitas pelayanan kesehatan



ABSTRACT

Background: The quality evaluation system based on patient experience aligns with the principles of patient-centered care, which serve as both national and international policy directions for improving the quality of healthcare services. Compared to patient satisfaction, patient experience encompasses broader aspects, including patients' interactions and perceptions during hospitalization. Understanding these experiences is essential for policy formulation, intervention planning, and quality improvement in healthcare services.

Objective: This study aims to describe the inpatient experience of patients with Acute Coronary Syndrome (ACS) at Pesawaran District Hospital (RSUD Pesawaran) and to formulate recommendations for improving the inpatient experience of ACS patients.

Methods: This research employed a quantitative approach with a cross-sectional study design. The instrument used was a questionnaire adapted from the PPE-15 (Picker Patient Experience Questionnaire) and modified according to the characteristics of ACS cases in inpatient settings. The study was conducted in the inpatient unit of Pesawaran District General Hospital, Lampung, from October to November 2024. The sample consisted of 30 inpatients diagnosed with ACS, selected through purposive sampling. Data were analyzed using univariate and bivariate analyses with the chi-square test, as well as qualitative descriptive analysis.

Results: The findings indicate that most patients reported a positive experience during their inpatient treatment for ACS at RSUD Pesawaran. The factors contributing most strongly to positive experiences were effective communication from doctors and nurses, clear medication education, and prompt service delivery. However, several aspects still require improvement, including patient involvement in decision-making, clarity regarding the responsible attending physician, and recovery education for family members. The analysis also showed that intrapersonal factors such as clinical condition and comorbidities were associated with variations in patient experience, whereas demographic factors such as age, sex, education level, and health insurance status did not demonstrate significant influence.

Conclusion: Patient experiences among ACS inpatients at Pesawaran District General Hospital were generally positive overall. Nevertheless, opportunities for enhancement persist in patient engagement in decision-making processes, clarity of responsible physician identification, and family-oriented recovery education. Influencing factors on patient experience manifest multidimensionally, spanning interpersonal dynamics, institutional frameworks, and public policy dimensions.

Keywords: Patient experience, Acute Coronary Syndrome, Inpatient care, Patient-centered care, Healthcare service quality