

## INTISARI

Latar belakang: Paradigma asuhan pelayanan pasien pada saat ini bergeser pada model asuhan pelayanan berfokus pada pasien atau *patient centered care*. Asuhan pelayanan ini dapat terlaksana melalui proses *case management*, yaitu suatu proses asuhan pasien melalui kolaborasi, komunikasi dan koordinasi antar profesi pemberi asuhan dan dilakukan secara terintegrasi dan berkelanjutan. Dalam upaya melaksanakan proses asuhan berkelanjutan, RSUP Dr Sardjito Yogyakarta telah menerapkan prinsip *case management*, namun pada saat ini masih belum berjalan dengan baik.

Tujuan: Untuk mengetahui tentang penerapan *case management* di RSUP Dr Sardjito serta melakukan analisis faktor-faktor yang menghambat pelaksanaannya.

Metode: Penelitian ini menggunakan metode deskriptif kualitatif dengan 13 responden yang terdiri dari 5 case manager, 7 profesi pemberi asuhan dan 1 orang sebagai responden triangulasi. Penelitian dilakukan di ruang rawat inap RSUP Dr. Sardjito Yogyakarta dengan data diambil dari observasi lapangan dan wawancara mendalam.

Hasil dan pembahasan: Proses asuhan pelayanan berfokus pasien melalui prinsip *case management* di rawat inap RSUP Dr Sardjito sudah dilaksanakan. Prinsip tersebut terlihat dengan adanya asuhan yang sudah dilakukan oleh tim profesi pemberi asuhan dan dilakukan secara terpadu melalui koordinasi dan komunikasi secara langsung maupun tertulis dalam rekam medis. Beberapa hal yang menjadi penghambat pelaksanaan *case manager* yaitu: kebijakan yang tidak jelas dan perangkat yang belum lengkap.

Kesimpulan : Asuhan pelayanan pasien di ruang rawat inap RSUP Dr. Sardjito sudah sesuai prinsip *case management*. Kebijakan rumah sakit masih belum jelas, perangkat *case management* belum lengkap dan peran *case manager* perlu ditingkatkan

Kata kunci: *patient centered care*, proses *case management*, *case manager*

ANALYSIS OF FACTORS THAT HINDER IMPLEMENTATION  
*CASE MANAGEMENT* AT RSUP DR SARDJITO YOGYAKARTA

Eny Suswanti [1], Sri Mulatsih [2], and Hanevi Djasri [3]

ABSTRACT

**Background** : : The paradigm of patient care care at this time shifts to the patient-focused care model or patient centered care . This service care can be implemented through a case management process , which is a process of patient care through collaboration, communication and coordination between care providers and carried out in an integrated and sustainable manner. In an effort to carry out the ongoing care process, RSUP Dr. Sardjito Yogyakarta has applied the case management principle , but at this time it is still not going well.

**Purpose** : To find out about the application of case management at Dr. Sardjito General Hospital and analyze the factors that hinder its implementation

**Method** : This study used a qualitative descriptive method with 13 respondents consisting of 5 case managers, 7 care providers and 1 person as a triangulation respondent. The study was conducted in the inpatient room of Dr. Sardjito Yogyakarta with data taken from field observations and in-depth interviews with all respondents, then interview transcription and data coding.

**Results** : The results obtained from the interviews and observations are that the patient-focused service care process through the principle of case management in inpatient care at Dr. Sardjito General Hospital has been carried out but there are still some things that hinder its implementation

**Conclusion**: Obstacles come from concurrent case managers , non-existent operational procedure standards, poor governance structures and lack of socialization about *case management* . It is necessary to optimize the role of the existing case manager and improve policies regarding the implementation of case management to achieve sustainable care.

**Keywords**: *patient centered care, case management, case manager*

1 Student of Master of Hospital Management, Faculty of Medicine, Universitas Gadjah Mada

2 Main Supervisor, Faculty of Medicine, Universitas Gadjah

3 Co Supervisor, Faculty of Medicine, Universitas Gadjah Mada