



Kecepatan pelayanan dan pengalaman pasien yang dirawat di IRD RSUD Bontang
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INTISARI

Latar belakang : Bontang adalah kota industri dengan banyak pabrik besar. Seiring dengan meningkatnya jumlah penduduk, alat transportasi serta mobilitas penduduk maka hal tersebut akan berpotensi mengakibatkan meningkatnya kecelakaan kerja. IRD diharapkan dapat memberikan pelayanan yang cepat dan tepat serta memuaskan bagi pengguna pelayanan IRD.

Tujuan Penelitian : Menilai mutu pelayanan klinis dan pengalaman pasien yang dirawat di IRD RSUD Bontang melalui pengamatan dan kuisisioner.

Metode : Penelitian ini bersifat deskriptif dengan rancangan survei (n=707). Pengamatan untuk mengukur variabel-variabel yang mempengaruhi mutu pelayanan IRD dan kuisisioner untuk menanyakan tentang penilaian dan pengalaman pasien selama dirawat di IRD.

Hasil : Kecepatan pelayanan rendah. Pada penelitian ini kecepatan pemeriksaan pertama oleh dokter jaga masih lambat yaitu rata-rata 24,85 menit, lebih lama dari yang disyaratkan oleh DepKes RI (5 menit). Pasien baru ditegakkan diagnosisnya rata-rata dalam waktu 37,40 menit. Responden secara umum menyatakan pelayanan IRD belum bermutu dan bahkan ada 1 orang responden menyatakan IRD sama sekali tidak bermutu.

Kesimpulan : Pelayanan di IRD RSUD Bontang masih lambat dan berdasarkan pengalaman pasien, mutu pelayanan dinilai masih rendah.

Kata kunci : emergensi, waktu tunggu, pengalaman pasien, mutu pelayanan.



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ABSTRACT

Background: Bontang is an industrial city with much major factory. Related to increasing of population, the transportation mode as well as population mobility, those would have a potency to brought an impact to increasing of occupational injury. Emergency Care Unit was hoped could provide a quick and appropriate service as well as satisfy for emergency service.

Objectives: To assess the quality of clinical service and patients experience that treated in Emergency Care Unit of Bontang Regional General Hospital, through observation and questionnaire.

Methods: The research was descriptive research with survey design (n=707). The observation was to measure variables that influence to quality of Emergency Care Unit service and questionnaire to ask on patient's assessment and experience while they been treated in Emergency Care Unit.

Results: The speed of service was slow. In this research the speed of first observation by physician was still slow, that was 24.85 min in average, longer than the prerequisite by Health Department . A new Patient get a diagnosis at average in 37.40 min. Generally, the respondent stated that Emergency Care Unit service was not qualited yet and even there was one respondent stated that Emergency Care Unit service truly was not qualited service.

Conclusion: The service in Emergency Care Unit of Bontang Regional General Hospital was still slow and based on patient's experience, its quality was still low.

Keywords : Emergency, Waiting Time, Patient Experience, and Quality Services.