

ABSTRAK

Latar Belakang: Waktu tunggu merupakan salah satu faktor kepuasan pasien. Berdasarkan studi pendahuluan di RS Happy Land Medical Centre didapatkan hasil rata-rata waktu tunggu pelayanan rawat jalan yaitu 125 menit yang artinya melebihi Standar Pelayanan Minimal (SPM) rumah sakit yaitu ≤ 60 menit. Hal tersebut menyebabkan ketidaknyamanan bagi beberapa pasien. Disamping itu, rumah sakit ini akan melakukan re-akreditasi pada tahun 2019 sehingga pemberian pelayanan yang sesuai standar menjadi hal yang harus diperhatikan.

Tujuan: Mengetahui hubungan waktu tunggu dengan tingkat kepuasan pasien terhadap pelayanan rawat jalan di RS Happy Land Medical Centre.

Metode: Jenis penelitian analitik dengan pendekatan kuantitatif. Rancangan penelitian menggunakan cross sectional. Jumlah sampel dengan rumus Slovin sebanyak 84 orang. Teknik Pengambilan sampel purposive sampling. Instrumen penelitian menggunakan kuesioner dan lembar observasi. Analisis data dengan uji Chi Square menggunakan program R.

Hasil: Rerata waktu tunggu pelayanan rawat jalan yaitu 75,29 menit dan tingkat kepuasan pasien terhadap pelayanan rawat jalan mayoritas dalam kategori puas sebanyak 51,2%. Uji Chi Square menunjukkan nilai p_value 0,000178 dan OR = 5,65.

Kesimpulan: Terdapat hubungan antara waktu tunggu dengan tingkat kepuasan pasien terhadap pelayanan rawat jalan di RS Happy Land Medical Centre dengan peluang waktu tunggu yang sesuai standar menyebabkan pasien rawat jalan merasa puas 5,65 kali lebih besar dibandingkan waktu tunggu yang tidak sesuai standar. Perlu adanya penambahan papan informasi terkait kebijakan rumah sakit, petunjuk arah, dan alur/prosedur pelayanan kesehatan di RS Happy Land Medical Centre.

Kata Kunci: Waktu tunggu, kepuasan pasien, pelayanan rawat jalan.

ABSTRACT

Background: *Waiting time is a factor of patient satisfaction. Based on preliminary studies at Happy Land Medical Center Hospital, the average waiting time for outpatient services was 125 minutes, which meant exceeding the minimum service standard (SPM) of hospitals, which was ≤ 60 minutes. This causes discomfort for some patients. Besides that, this hospital will conduct re-accreditation in 2019 so that the provision of appropriate services becomes a matter of concern.*

Objective: *To determine the relationship between waiting time and the level of patient satisfaction with outpatient services at Happy Land Medical Center Hospital.*

Method: *Type of analytic research with quantitative approach. The study design was cross sectional. The number of samples with Slovin formula as many as 84 people. The sampling technique was purposive sampling. The research instrument used a questionnaire and observation sheet. Data analysis using Chi Square test using the R. program*

Results: *The mean waiting time for outpatient services was 75.29 minutes and the level of patient satisfaction with the majority of outpatient services in the category of satisfaction was 51.2%. Chi Square test shows the value of p_value 0,000178 and $OR = 5.65$.*

Conclusion: *There is a relationship between waiting time and the level of patient satisfaction with outpatient services at Happy Land Medical Center Hospital with the chance of standard waiting time causing outpatients to be satisfied 5.65 times greater than the waiting time that is not according to standard. It is necessary to add information boards related to hospital policies, directions, and flow / health service procedures at Happy Land Medical Center Hospital.*

Keywords: *Waiting time, patient satisfaction, outpatient services.*