

ABSTRAK

Latar Belakang: Perawatan pasien stroke di rumah menjadi salah satu pilihan yang dinilai bisa menjadi solusi terkait dengan biaya dan beban keluarga. Upaya pengkajian kualitas *home care* melalui pengembangan indikator-indikator yang mampu menggambarkan kualitas *home care* menjadi hal yang penting. Tujuan penelitian ini adalah untuk mengembangkan indikator kualitas pelayanan *home care* dengan pendekatan *patient and family centered care* bagi pasien stroke.

Metode: Disain penelitian ini adalah *exploratory sequential mixed method* yang dilakukan dari April 2017 hingga Desember 2018 di institusi penyelenggara *home care* dan institusi pendidikan di Provinsi Yogyakarta. Penelitian kualitatif dilakukan dengan pendekatan fenomenologi, dan metode Delphy modifikasi untuk *face validity* indikator. Penelitian kuantitatif dilakukan dengan pengujian validitas dan reliabilitas konstruk pada 350 sampel. Data kualitatif dianalisis dengan *software Open Code*, sedangkan uji validitas konstruk dianalisis dengan *confirmatory factor analysis* pada *software* Lisrel.

Hasil: Indikator yang *face valid* terdiri dari 54 indikator. Indikator final setelah uji validitas konstruk ada 62 indikator dengan sepuluh domain, yaitu: petugas, dokumen, pengembangan profesionalitas, fasilitas penunjang, kegiatan administratif, interaksi petugas dengan pasien dan keluarga, kondisi fisik, aktualisasi diri, kondisi psikologis serta kemandirian dan koping keluarga.

Kesimpulan: Penelitian ini berhasil mengembangkan 62 indikator untuk kualitas *home care*. Untuk penelitian selanjutnya perlu melakukan uji coba (*pilot project*) penggunaan indikator pada layanan *home care* pasien stroke di Indonesia, sehingga diketahui efektivitas penggunaan instrumen indikator kualitas *home care* tersebut.

Kata kunci: kualitas layanan, *home care*, metode Delphy modifikasi, indikator kualitas, stroke, *patient and family centered care*

ABSTRACT

Background: Caring of stroke patients at home was considered to be a solution related to costs and family burdens. An efforts to assess the quality of home care through developing of indicators that are able to describe the quality of home care are important. The purpose of this study was to develop indicators of home care service quality with a patient and family centered care approach for stroke patients.

Method: Design of this research is exploratory sequential mixed method conducted from April 2017 to December 2018 at home care providers and educational institutions in Yogyakarta Province. Qualitative research was carried out with a phenomenological approach, and the modified Delphy method for face validity test. Quantitative research was conducted by testing the validity and reliability of the construct on 350 samples. Qualitative data were analyzed with Open Code software, while the construct validity test was analyzed with confirmatory factor analysis by Lisrel software.

Results: A face validity indicator consists of 54 indicators. The final indicators after the construct validity test are 62 indicators with ten domains, namely: health professional, documents, professional development, supporting facilities, administrative activities, health staff interactions with patients and family, physical conditions, self-actualization, psychological conditions as well as family independence and coping.

Conclusion: This study successfully developed 62 indicators for the quality of home care. For further research it is necessary to conduct a pilot project on the use of indicators in stroke care home care services in Indonesia, so that the effectiveness of the use of home care quality indicator instruments is known.

Keywords: quality of service, home care, modified Delphy method, quality indicators, stroke, patient and family centered care