

## INTISARI

**Latar Belakang :** Peningkatan biaya dalam pelayanan kesehatan, tuntutan pelayanan berdasarkan kebijakan *evidence-based*, akuntabilitas pembiayaan, dan penilaian pengaruh pelayanan kesehatan terhadap kualitas kesehatan menyebabkan peningkatan tuntutan penggunaan indikator sebagai alat ukur kinerja dan mutu. Mengingat ruang lingkup pelayanan gizi di rumah sakit yang kompleks meliputi pelayanan rawat jalan, pelayanan rawat inap, penyelenggaraan makanan, dan penelitian dan pengembangan, maka setiap rumah sakit perlu mengembangkan indikator mutu pelayanan gizi agar tercapai kinerja pelayanan gizi yang optimal.

**Tujuan Penelitian:** Penelitian ini adalah sebuah penelitian pendahuluan yang bertujuan untuk melakukan deskripsi dan evaluasi terhadap proses penyusunan indikator mutu Instalasi Gizi RSUD dr. Abdul Aziz Singkawang.

**Metode Penelitian:** Penelitian ini adalah penelitian kualitatif dengan rancangan *action research*. Subyek penelitian adalah tim penyusun yang terdiri dari kepala dan staf instalasi gizi RSUD dr. Abdul Aziz Singkawang. Pengumpulan data dilakukan melalui rapat tim penyusun untuk mendapatkan daftar jenis pelayanan instalasi gizi, analisis tingkat urgensi pelayanan, pencarian kepustakaan, penetapan kesepakatan berdasarkan hasil penyebaran kuesioner, analisis hasil uji coba dan evaluasi hasil uji coba pengukuran indikator serta analisis uji penerimaan indikator mutu.

**Hasil :** Berdasarkan hasil penilaian dengan kriteria *high volume, high risk, high cost*, dan *problem prone* serta ketersediaan data terhadap bidang pelayanan gizi didapatkan 16 kegiatan pelayanan gizi potensial. Atas pertimbangan kelebihan, kekurangan indikator, dan ketersediaan data pelayanan gizi potensial didapatkan 8 indikator potensial yang kemudian dikembangkan menjadi rancangan indikator mutu. Hasil uji coba penilaian rancangan indikator mutu menunjukkan seluruh indikator dapat terukur. Hasil uji penerimaan menunjukkan 8 indikator tersebut disetujui untuk digunakan sebagai indikator mutu instalasi gizi.

**Kesimpulan :** Indikator mutu instalasi gizi yang disepakati adalah 1) Sisa makan pasien; 2) Ketepatan waktu penyajian makanan; 3) Ketepatan diet yang disajikan ; 4) Survey kepuasan pasien; 5) Ketepatan asuhan gizi rawat inap; 6) Ketepatan cita rasa makanan; 7) Kelengkapan asuhan gizi rawat jalan; 8) Ketepatan penyajian makanan.

**Kata kunci :** indikator, mutu, instalasi gizi, rumah sakit, *action research*, Singkawang

## ABSTRACT

**Background:** Increased costs in health care, the demands of service based on evidence-based policy, financial accountability, and the effect of health care on the quality of health led to increased demands of the indicators as a measurement of performance and quality. Given the complexity of nutrition services scope at the hospital which include outpatient services, inpatient services, food service, and nutritional research, then every hospital needs to develop quality of nutrition services indicators in order to achieve optimum performance nutrition services.

**Objective:** This study is a preliminary study that aims to make the description and evaluation of the quality indicator's making process in Nutrition and Food Service Unit.

**Method:** This study is a qualitative - action research design. Subjects is a team consisting of the head and nutritionist of Nutrition and Food Service Unit of dr. Abdul Aziz Singkawang Regional Public Hospital. Data collected through the team meeting to get a list of the type of nutrition services, continued with the analysis of the importance level of services, literature reviews, determination of an agreement based on the results of questionnaires, analysis and the evaluation of test results and analysis of the indicators acceptance test.

**Results:** Based on the evaluation criteria of high volume, high risk, high cost, problem prone, and availability of data of nutrition services, lead the team to 16 potential indicators from 27 of food and nutrition service. Upon consideration of advantages, disadvantages, and data availability of potential indicators, 16 potential indicators developed further. The evaluation of quality indicator measurement test results of showed that all the indicators can be assessed using profile indicator set. The result of the acceptance test of the indicators show that 8 of the indicators is approved to be used as retrospectively assessment of the quality of Nutrition and Food Service Unit.

**Conclusions:** The indicators agreed upon as indicators of the Nutrition and Food Service Unit are 1) Evaluation of patient diet ; 2) Timeliness of food servings; 3) The accuracy of presented diet; 4) Patient satisfaction survey; 5) The accuracy of nutrition inpatient care; 6) The accuracy of the taste of food; 7) Completeness of outpatient nutritional care; 8) The accuracy of the presentation of the food.

**Keywords:** indicators, quality, food and nutrition service, hospital, action research, Singkawang