

Pengaruh Penerapan *Family-Centered Bedside Rounds* terhadap Kepuasan Pasien pada Pelayanan Dokter di Bangsal Rawat Inap Obstetri dan Ginekologi RSUP Dr. Sardjito

ABSTRAK

Tujuan Penelitian:

Mengetahui bagaimanakah pengaruh penerapan *family-centered bedside rounds* terhadap kepuasan pasien di bangsal rawat inap obstetri dan ginekologi dan bagaimana persepsi residen terhadap penerapan *family-centered bedside rounds*.

Metode:

Penelitian ini menggunakan rancangan *post test only quasi-experimental design* untuk menilai kepuasan pasien terhadap pelayanan dokter di bangsal obstetri dan ginekologi dengan menggunakan form kuosioner PSQ-18. Pasien mengisi kuosioner dengan 5 skala penilaian (1=Sangat tidak setuju, 2=Tidak setuju, 3=Netral, 4=Setuju 5=Sangat setuju). Residen menilai persepsi terhadap FCBR dengan 5 skala penilaian (1=Sangat tidak setuju, 2=Tidak setuju, 3=Netral, 4=Setuju, 5=Sangat setuju). Residen menulis secara terbuka persepsi dan pendapat mereka tentang FCBR dan CBR. Hasil penelitian dianalisis dengan menghitung rerata skor kepuasan. Kemudian dilakukan analisis t-test. Persepsi residen dianalisis secara kualitatif.

Hasil:

Didapatkan skor kepuasan pasien lebih tinggi dalam hal *accessibility and convenience* pada kelompok FCBR yang bermakna secara statistik dibanding kelompok *conventional* (15,60±2,50 vs 14,52±2,34, p=0,016). Sedangkan pada kelima aspek kepuasan yang lain tidak ditemukan perbedaan yang bermakna secara statistik atau p>0,05. Residen mempunyai persepsi positif terhadap penerapan FCBR untuk pendidikan spesialis

Kesimpulan:

Kepuasan pasien dalam hal *accessibility and convenience* lebih tinggi setelah penerapan *family centered bedside rounds*. Didapatkan persepsi residen yang positif terhadap penerapan FCBR pada pendidikan spesialis

Kata kunci: *family-centered bedside rounds, conventional bedside rounds, kepuasan pasien*

**The Impact of Family-Centered Bedside Rounds Implementation
on Patient Satisfaction in Obstetrics and Gynecology Wards
of Dr. Sardjito Hospital**

ABSTRACT

Objectives:

To study the impact of family-centered bedside rounds implementation on patient satisfaction in obstetrics and gynecology ward. Secondary objective is to explore the residents perception towards family-centered bedside rounds

Methods:

Study design is post test only quasi-experimental design to explore the patient satisfaction to medical services before and after implementation of family-centered bedside rounds. Patient filled the Patients Satisfaction Questioner (PSQ-18), one group after conventional and the other after family centered bedside rounds. Fives scale measurements of PSQ-18 are 1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree. Residents perception towards family-centered bedside rounds is measured by 5 scale answers i.e. 1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree. Residents can write their opinion and comment about FCBR and CBR. The study data was analyzed by measuring means and student t-test analysis.

Results:

There was statistically significant increase of patient satisfaction score in the aspect of accessibility and convenience in the FCBR compared to conventional group (15.60 ± 2.50 vs 14.52 ± 2.34 , $p=0.016$). In the other five aspects of patient satisfaction score there was no statistically difference ($p>0.05$). It was found that residents have positive perceptions towards FCBR for their specialty training.

Conclusion:

Patient satisfaction score in the aspect of accessibility dan convenience was higher in the FCBR group than CBR. Residents have positive perception for FCBR related to their specialty training.

Key words: family-centered bedside rounds, conventional bedside rounds, patient satisfaction