

INTISARI

Latar Belakang: Pelayanan kesehatan di IGD dimulai dari proses triase. Triase dilakukan oleh perawat yang memiliki kompetensi. Kompetensi perawat dalam proses triase telah diatur dalam standar pelayanan dari PPNI. Jadi perawat memiliki peran yang penting dalam proses triase, namun perawat masih dalam proses pembelajaran dan pengenalan sistem triase baru yaitu *Emergency Severity Index* (ESI) karena sebelumnya perawat tidak terlibat dalam proses triase.

Tujuan: Untuk mengetahui peran perawat dan pelaksanaan peran perawat dalam penerapan ESI di IGD RSUP Dr. Sardjito, Yogyakarta.

Metode: Penelitian ini merupakan penelitian deskripsi eksploratif dengan jenis penelitian kualitatif. Penelitian ini dilaksanakan pada Bulan Maret-Mei 2017 kepada 9 orang partisipan di IGD RSUP Dr. Sardjito, Yogyakarta. Partisipan dipilih berdasarkan kriteria inklusi dengan teknik *purposive sampling*. Data didapatkan dengan teknik wawancara semi-terstruktur dan dianalisa menggunakan metode dari Creswell.

Hasil Penelitian: Wawancara yang dilakukan pada 9 partisipan didapatkan hasil 4 tema. Peran perawat di area triase digambarkan dalam dua tema yaitu 1) peran kolaboratif perawat dalam sistem triase dan 2) peran yang muncul dalam proses triase. Mengenai pelaksanaan peran perawat digambarkan dan dijelaskan dalam dua tema yaitu 1) respon perawat terhadap sistem triase baru (ESI) dan 2) Hambatan dan pendukung perawat dalam proses triase.

Kesimpulan: Perawat memiliki persepsi peran utama di area triase adalah peran kolaboratif. Namun dalam pelaksanaan proses triase peran lain yang muncul adalah peran pemberi layanan dan peran advokat. Peran perawat sudah dilakukan dengan baik namun belum optimal dikarenakan beberapa hambatan seperti kurangnya SDM sehingga muncul beberapa respon seperti tidak fokusnya perawat di area triase.

Kata Kunci : Peran Perawat, Triase, ESI, IGD.

ABSTRACT

Background: Health services at the emergency room starting from the triage process. Triage is performed by competent nurses. In this case, competence of nurses in the triage process has been regulated in the service standard of the PPNI. Thus the nurses has an important role in the triage process, but the nurse is still learning about a new triage system that is Emergency Severity Index (ESI) because previously the nurse was not involved in the triage process.

Objective: This study is aimed to identify nurses perception regarding their roles in the triage area and to know the implementation of triage nurses' role at IGD RSUP Dr. Sardjito, Yogyakarta.

Method: Descriptive explorative qualitative approach is used as prior research methodology. In this case, the research participant were nurses triage (n=9). Study has been conducted on March until May 2017. The data is taken by semi-structured interview technique and analyzed using Creswell method.

Result: The results of this research have 4 themes. The role of the nurse in triage area is illustrated as two themes: 1) collaborative role of the nurse in the triage system and 2) nurse role in triage process. This concerning the implementation of the nurse role, which are describes in two themes: 1) the nurse's response towards new triage system (ESI) and 2) Nursing barriers and support in the triage process.

Conclusion: The nurse explains their primary role in the triage area is collaborative role. However, in the implementation of the triage process emerging role is the role of health providers and advocate. Moreover role of nurses has been done well but not optimal due to some barriers such as lack of human resources which affected some responses to arise such as nurses are not focus on triage area.

Keywords : Nurse role, Triage, ESI, Emergency Department.