

Intisari

Latar belakang: Kunjungan kecelakaan lalu lintas di unit gawat darurat Puskesmas Paruga Kota Bima sangat tinggi. Pelayanan pasien kecelakaan lalu lintas dilayani oleh petugas yang masih kurang memiliki kualitas pengetahuan dan pengalaman. Keterlambatan penanganan disebabkan menunggu kehadiran tenaga medis, keterbatasan peralatan medis serta lemahnya manajemen di unit gawat darurat khususnya pelaksanaan pelayanan gawat darurat. Permasalahan lain yang muncul adalah keterbatasan ambulans untuk merujuk pasien dan tidak adanya sistem penanggulangan gawat darurat terpadu seperti penanganan awal pada tempat kejadian kecelakaan lalu lintas yang merupakan faktor yang utama untuk mengurangi resiko cedera dan kematian.

Metode: Penelitian ini adalah jenis penelitian deskriptif kualitatif dengan rancangan studi kasus dimana di dalamnya peneliti menyelidiki secara cermat manajemen unit gawat darurat pada penanganan kasus gawat darurat kecelakaan lalu lintas.

Hasil: Pengelolaan pasien kecelakaan lalu lintas tanpa prosedur tetap dan kurang memenuhi standar pelayanan di unit gawat darurat serta sistem penanggulangan gawat darurat terpadu pada kecelakaan lalu lintas belum dilaksanakan. Pengelolaan rujukan pasien kecelakaan lalu lintas masih lambat baik dari segi administrasi maupun fasilitas pendukung rujukan. Struktur organisasi unit gawat darurat sudah ada tetapi pelaksanaan tugas dan tanggung jawabnya belum berjalan secara optimal. Pengembangan staf dan pelatihan serta program pendidikan pengendalian mutu pelayanan belum pernah dilaksanakan. Sarana dan fasilitas penunjang medis kurang memenuhi standar pelayanan di unit gawat darurat.

Kesimpulan: Manajemen unit gawat darurat pada penanganan kasus gawat darurat kecelakaan lalu lintas di Puskesmas Perawatan Paruga Kota Bima belum sesuai dengan standar pelayanan gawat darurat.

Kata kunci : Manajemen Unit Gawat Darurat, Puskesmas, Kecelakaan Lalu Lintas

Abstract

Background: Traffic accident cases on emergency unit primary health care Paruga Bima City is very high. Services traffic accident patients served by officers who still have quality lacking knowledge and experience as well as delays in treatment due to waiting for the presence of medical personnel, medical equipment limitations and weak management in the emergency department, especially the implementation of the emergency services. Another issue that arises is the limited ambulance to refer the patient and the absence of an integrated emergency response system as an initial treatment at the scene of a traffic accident is a major factor to reduce the risk of injury and death.

Method: This research is a descriptive kind of qualitative research with case study design in which researchers investigated carefully inside a program, event, activity, process, or group of individuals.

Results: Management of patients with a traffic accident with no fixed procedure and does not meet the standard of care in the emergency room and no emergency response system integrated in a traffic accident. Management of patient referral traffic accidents is slow, both in terms of administration and support facilities referral. The Organization structure of emergency units already there but the execution of the tasks and responsibilities have not been running optimally. Staff development and training and education programs control the quality of service has not been implemented. Supporting facility does not standard the purposes of medical care in the emergency department. Management of patients with a traffic accident with no fixed procedure and does not meet the standard of care in the emergency room and no emergency response system integrated in a traffic accident. Management of patient referral traffic accidents is slow, both in terms of administration and support facilities referral.

Conclusions: Management of emergency departments in handling cases of emergency traffic accidents on the primary health care Paruga Bima City is not in accordance with the standard emergency services.

Keywords: Management of emergency departments, Primary health care, Traffic Accidents