

ABSTRAK

Latar Belakang : Kelangsungan hidup dan perkembangan rumah sakit didukung oleh pelayanan laboratorium klinik yang berfokus pelanggan, bermutu, efektif, efisien dan profesional. Tuntutan terhadap kualitas laboratorium semakin besar meliputi kualitas teknik/analitik, keakuratan hasil, *reasonable*, sesuai etika profesi, keselamatan pasien dan petugas, terstandar dan bermutu. RSUD Banyumas merupakan RS tipe B pendidikan yang memiliki laboratorium klinik utama dengan potensi pelanggan internal dan eksternal yang cukup besar, sehingga diperlukan manajemen mutu dengan menerapkan WHO *Laboratory Quality Management System* dan *Laboratory Quality Improvement*.

Tujuan Penelitian : Mengevaluasi manajemen mutu dari segi parameter WHO *Laboratory Quality Management System* dan *Laboratory Quality Improvement* dalam perencanaan dan peningkatan manajemen mutu, mengidentifikasi sistem pengelolaan dan dukungan manajemen mutu. Selain itu bertujuan untuk mengidentifikasi berbagai sumber daya yang diperlukan untuk optimalisasi mutu pelayanan serta mengidentifikasi berbagai faktor-faktor yang mempengaruhinya atau berkontribusi dalam strategi peningkatan mutu laboratorium klinik.

Metode : Penelitian ini merupakan studi kasus deskriptif, dilakukan di RSUD Banyumas dengan unit analisis laboratorium klinik. Sumber data berupa catatan hasil wawancara, pengamatan lapangan atau observasi dan dokumen, termasuk foto atau video. Instrumen penelitian yang digunakan adalah WHO *Stepwise Laboratory (Quality) Improvement Process towards Accreditation (SLIPTA) Checklist* sebagai instrumen *self assessment* dan panduan wawancara mendalam.

Hasil : Penilaian sistem manajemen mutu menggunakan WHO SLIPTA *Checklist* menempatkan laboratorium klinik RSUD Banyumas dengan status “1-Star” dengan pencapaian total sebesar 61%. Pencapaian dari 12 QSE yang mempengaruhi mutu laboratorium meliputi *purchasing and inventory* (87%), *equipment* (83%), *organization and personnel* (70%), *process control & internal and external quality assesment* (70%), *information management* (67%), *documents and records* (64%), *facilities and safety* (51%), *occurrence management & process improvement* (50%) sedangkan empat QSE terlemah yaitu *management review* (47%), *client management & customer service* (38%), *corrective action* (25%) dan *internal audit* (0%).

Kata Kunci : sistem manajemen mutu, optimalisasi, laboratorium klinik, SLIPTA *Checklist*, *self assessment*

ABSTRACT

Background: Hospital survival and development supported by clinical laboratory services that focused on customer, quality, effective, efficient and professional. Much more demands on the laboratory quality including technical/analytic quality, accuracy of results, reasonable, professional ethical based, patient and officer safety, and standardized. Banyumas hospital is a education type B-hospital with a major clinical laboratory that has potential internal and external customers, therefore it needed quality management by implementing The WHO Laboratory Quality Management System and Laboratory Quality Improvement.

Objective: To evaluate the quality management using parameters of the WHO Laboratory Quality Management System and Laboratory Quality Improvement in the planning and improvement of quality management, identify management system and quality management support. To identify the resources required to optimize service quality and identify the various factors that influence to improving quality of clinical laboratory strategy.

Methods: This is a descriptive case study, carried out in Banyumas hospital with clinical laboratory as unit analysis. Data is taken from interview, field observation, and documents, including photos or videos. Instrument of this research is the WHO Stepwise Laboratory (Quality) towards Accreditation Process Improvement (SLIPTA) Checklist as an instrument of self-assessment and in-depth interview guide.

Results: Quality management system assessment using the WHO SLIPTA Checklist put Banyumas hospital clinical laboratories with the status "1-Star" with achieving a total of 61%. Attainment of 12 QSE affecting the quality of the laboratory includes purchasing and inventory (87%), equipment (83%), organization and personnel (70%), process control and internal and external quality assessment (70%), information management (67%) , documents and records (64%), facilities and safety (51%), occurrence management and process improvement (50%) while the weakest, namely four QSE management review (47%), client management and customer service (38%), corrective action (25%) and internal audit (0%).

Keywords: quality management system, optimization, clinical laboratory, SLIPTA Checklist, self assessment