

INTISARI

Latar belakang: Pengalaman pasien dapat menjadi bahan pertimbangan dalam perbaikan pelayanan juga akan menjadi masukan untuk pihak manajemen melakukan investigasi, monitoring, evaluasi terhadap pelayanan sehingga diharapkan ada peningkatan kualitas pelayanan baik medis maupun non medis.. Fokus penelitian ini diarahkan pada pasien yang mendapatkan tindakan operasi karena merupakan salah satu bagian dengan pasien terbanyak, memerlukan tindakan cepat, angka kesakitan yang tinggi sehingga harus menyediakan kinerja interdisipliner, sesuai standar prosedur yang ditetapkan, berhubungan dengan banyak instalasi penunjang medis lain dan banyak resiko, sehingga diharapkan tidak ada pasien yang terlantar dan tertunda pelaksanaan tindakan operasinya

Tujuan: Mengembangkan upaya-upaya perbaikan pelayanan operasi di bagian bedah RSUD Karanganyar berdasarkan respons praktisi klinis dan manajemen terhadap pengalaman yang dialami bagian bedah RSUD Karanganyar

Metode: Penelitian ini merupakan jenis penelitian kualitatif diskriptif dengan cara pengambilan sample *purposive sample*. Alat ukur penelitian yang digunakan adalah pedoman wawancara mendalam (*in dept interview*) dengan sample 14 orang pasien dan focus group discussion dengan sampel sebanyak 8 orang praktisi klinis dan manajemen.

Hasil dan Pembahasan: Data pengalaman dari 14 pasien di bagian bedah RSUD Karanganyar diklasifikasikan dalam keandalan (*reliability*), daya tanggap (*responsiveness*), jaminan (*assurance*), empati (*emphaty*), bukti fisik (*tangible*) mendapatkan respon dari 2 praktisi klinis dan 6 manajemen. Praktisi Klinis dan manajemen memberikan respon perbaikan pelayanan dan respon untuk perbaikan fisik. Pengalaman pasien sebagai bahan masukan untuk membuat perencanaan maupun strategi peningkatan kualitas pelayanan dan perbaikan yang meliputi sarana prasaran,, proses pelayanan medis dan non medis serta administrasi.

Kesimpulan: Pengalaman pasien yang direspon merupakan kebutuhan sekaligus harapan yang pada akhirnya ikut menentukan kepuasan pelanggan. Respon langsung dari praktisi klinis dan manajemen bisa segera ditindak lanjuti langsung kepada pasien untuk memenuhi kebutuhan rutin pelayanan pasien dan peningkatan pelayanan dengan strategi mengembangkan hubungan yang baik antara pasien dan klinisi, menjaga adanya rasa empati kepada pasien, melibatkan dan memberdayakan pasien dalam pelayanan kesehatan, perbaikan proses mikro dan usaha di organisasi pelayanan kesehatan

Kata kunci: Respon praktisi klinis, respon manajemen, pengalaman pasien

ABSTRACT

Background: Patient experience could become one of considerations for service improvement. Patient experience could also give advices and suggestions for management to investigate, monitor, and evaluate the service, so that experience could be used as foundation for service quality improvement in medic or non-medic services. Quickness of patient service in surgery case was really needed for saving patient's life, reducing morbidity and mortality rate in emergency surgery cases. Focus of this research was directed to patients that had done surgery, because surgery had the most patient of all medical cases, needed to do work as quick as possible, usually had a high pain score that must accommodated interdisciplinary works, had a strict operational standard and procedure, related to many medical supporting installation, and had a high risk. So, it was hoped that there weren't any cancellation or delayed patient's surgeries. Quickness in patient service that undergo operation was really needed in saving patient's life, decreasing morbidity and mortality rate in emergency surgery cases.

Objective: To develop efforts in improving surgery service in surgery department Karanganyar General Hospital based on clinical practitioner and management responses towards patient's experience that undertaked surgery in surgery department Karanganyar General Hospital.

Method: This research was a descriptive qualitative research with sample collection method using purposive sampling. Tools used in this research were in-depth interview with 14 patients as samples, and focus group discussion with 6 clinical practitioners and managements as samples. Policy implementation could consider suggestions from patient's experience during treatment in Karanganyar General Hospital.

Result and Discussion: Experience data from 14 patients in surgery department Karanganyar General Hospital were classified into reliability, responsiveness, assurance, empathy, and tangible, getting responses from 2 clinical practitioners and 6 managements. Clinical practitioners provided follow-up plans as service improvement suggestion and physical improvement plan. These follow-up plans were direct responses and most of them could readily be implemented to the patients for fulfilling patient routine service needs. Management provided service improvement response and physical improvement response. Patient experience was conducted as suggestion material for composing service quality improvement plan and strategy which covered infrastructures, medical service process, non-medical service process, and administration.

Conclusion: Responded patient experience became need and hope that eventually contributed in patient satisfaction. If it was realized, this could give patient values and enjoyment that beyond patient's expectation. Patient would be attached to the hospital and became a loyal costumer. Direct response from clinical practitioner and management mostly could be fast responded to the patient for fulfilling patient routine service needs, applying service improvement with strategy to develop good relationship between patient and clinician, keeping empathy to the patient, involving and empowering patient in health care, improving micro process and effort in health service organization. In generating good quality service product, hospital must noticed some elements, for example: quality as the main strategy, objective consistency, focus on patient, quality culture, organizational structure, internal assessment and analysis, continuous improvement

Keywords: Response clinical practitioners, management response, the patient's experience