

# Analisis mutu pelayanan kesehatan unit gawat darurat RS Bhineka Bakti Husada Pamulang Tangerang Tahun 2008 = Analysis health service quality of emergency Department of Bhineka Bakti Husada Hospital at Pamulang Tangerang 2008

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## Abstrak

Rumah Sakit Bhineka Bakti Husada memiliki lokasi yang cukup strategis yaitu dipersimpangan perbatasan Jakarta, Bogor, Tangerang dan Depok dengan jumlah kunjungan pasien unit gawat darurat dan poli umum dari tahun ke tahun meningkat. Untuk mengetahui kualitas pelayanan unit gawat darurat maka perlu dilakukan survei analisis mutu pelayanan kesehatan unit gawat darurat rumah sakit. Hal ini disebabkan karena masih bergabungnya unit gawat darurat dan poli umum.

Jenis penelitian yang digunakan dalam penelitian adalah metode survei dan penelitian kuantitatif. Metode survei bertujuan untuk mengetahui faktor internal (kuantitas SDM, kompetensi SDM, kelengkapan sarana dan prasarana, ketersediaan sarana dan prasarana, kematian di UGD, rata-rata pasien UGD perhari, rata-rata pasien UGD yang dirujuk keluar perhari) yang mempengaruhi mutu pelayanan kesehatan UGD RS Bhineka Bakti Husada. Sedangkan penelitian kuantitatif yang bertujuan untuk mengetahui hubungan antara faktor eksternal (jenis kelamin, pendidikan, pekerjaan) dengan mutu pelayanan kesehatan UGD Rumah Sakit Bakti Husada.

Data yang diperlukan adalah data primer dan data sekunder. Data primer diperoleh dari kuesioner yang telah diisi oleh pasien unit gawat darurat dan wawancara mendalam kepada informan. Sedangkan data sekunder diperoleh dari Rumah Sakit Bhineka Bakti Husada Tangerang. Data primer berupa kuesioner berasal dari 150 pasien unit gawat darurat, dan di analisa menggunakan univariat, bivariat, dan diagram kartesius. Untuk analisis bivariat digunakan uji chi square parametrik. Dilakukan pada bulan April dan Mei 2008.

Hasil penelitian menunjukkan bahwa : Jumlah SDM yang tersedia di UGD R8 BBH sudah memenuhi standar, kompetensi SDM yang tersedia di UGD RS BBH sudah memiliki sertifikat UGD (ACLS, EKG dan PPGD). Ketersediaan sarana dan prasarana masih belum memadai dimana unit radiologi belum beroperasi selama 24 jam, kapasitas tempat tidur rnsah belum memenuhi standar nasional yaitu 12 tempat tidur, jumlah kunjungan pasien UGD mengalami peningkatan selama 4 tahun terakhir. Jumlah pasien UGD yang dirujuk ke tempat lain mengalami peningkatan khususnya pada bulan Desember 2007, angka kematian pasien di UGD tergolong tinggi, ada hubungan yang signifikan antara pendidikan dengan kepuasan pasien, tidak ada hubungan yang signifikan antara jenis kelamin kepuasan pasien tidak ada hubungan yang signifikan antara pekerjaan dengan kepuasan pasien.

Variabel yang menurut pasien paling memberikan rasa puas dalam pelayanan yaitu dimensi kehandalan (penguasaan keterampilan dokter pada tugasnya) pasien menyatakan puas sebesar 97,3 %, kurang puas sebesar 2,7%, dirnensi ketanggapan (kemampuan dokter dalam berkomunikasi dengan pasien) yang

menyatakan puas sebesar 90,0 %, kurang puas 10,0 %, dimensi kehandalan (kesediaan dokter ketika dibutuhkan) yang menyatakan puas sebesar 86,7 %, kurang puas sebesar 13,3 %, dimensi jaminan (perhatian dan keramahan dokter kepada pasien) yang menyatakan puas 84,7%, kurang puas 15,3 %, dimensi empati (kemampuan petugas UGD dalam mengatasi masalah tanpa membedakan pasien) yang menyatakan puas 78,7 %, kurang puas 21,3 %.

Pada diagram kartesius yang termasuk di dalam kuadran 1 artinya variabel yang memiliki performance di bawah rata-rata tetapi tingkat kepentingannya cukup tinggi. Variabel yang masuk dalam kuadran 1 yaitu kemampuan petugas melayani pasien, kecepatan petugas dalam menangani pasien, pendaftaran dilaksanakan dengan cepat, perhatian dan keramahan dokter kepada pasien.

Disarankan kepada rumah sakit terutama manajemen untuk memperbaiki faktor-faktor yang berada pada kuadran 1. Selain itu mutu pelayanan unit gawat darurat RS Bhineka Bakti Husada perlu diperbaiki dengan cara melihat berbagai aspek, seperti ketersediaan sarana dan prasarana antara lain seperti pemisahan UGD dengan poli umum. unit radiologi agar beroperasi selama 24 jam, penambahan kapasitas tempat tidur minima! menjadi yaitu 12 tempat tidur sehingga memenuhi standar nasional.

.....Rumah Sakit Bhineka Bakti Husada is a hospital which has strategic location enough that is around Jakarta, Bogor, Tangerang and Depok which has significant of member patient of emergency department and general poly each year. In order to determine the quality of service of this hospital, survey of health service quality of emergency department needs to be applied to this hospital. It is because still united between emergency department and general poly. The research divided into two group, there are survey method and quantitative research.

The aim of survey method is to known internal factor (human resources quantity, human resources competence, completion tool and infrastructure, availability of tool and infrastructure, death at emergency department, amount average emergency department patient each day, amount average patient emergency department that referred out each day) which has influenced health service quality of emergency department of Bhineka Bakti Husada Hospital. While the aim of quantitative research is to known relationship between external factor (sex, education, job) with health service quality of emergency department of Bhineka Bakti Husada Hospital.

The research used two kinds Qf data, there are primary data and secondary data. Primary data which collected from kuesioner that loaded by emergency department patient and interview deepens to informant. While secondary data is collected from Bhineka Bakti Husada Hospital in Tangerang. Primary data was collected from kuesioner that comes from 150 patients of emergency department and has been analysed using univariat, bivariat and cartesius diagram. Bivariat analysis has used test chi square parametrik. This research was conducted in April - May 2008.

The result shows that: human resources quantity that available at emergency department of Bhineka Bakti Husada Hospital is fulfil standard, human resources competence that available at emergency department of Bhineka Bakti Husada Hospital has certificate emergency department (ACLS, EKG and PPGD), completion tool and infrastructure stills not yet. give good service which the radiology unit does not operate during 24

clocks, bed capacity does not fulfil standard national that is 12 bed, totals of patient visit in emergency department have been enhanced during 4 the last year, totals patient of emergency department that referred to other place have been enhanced especially in december 2007, the rate of patient mortality at emergency department is still high. Relationship between education with patient satisfaction is significant. Relationship between sex of patient with patient satisfaction, relationship between job with patient satisfaction are no significant.

Based on patient, we can conclude the variables which give satisfaction in service are: reliability dimension satisfaction (doctor know-how mastery in the task) patient declare satisfied as big as 97,3 %) less satisfied as big as 2,7%, dimension responsiveness (the ability of doctor in communicate with respondent) that declare satisfied as big as 90,0 %, less satisfied 10,0 %, reliability dimension (doctor always already when needed) that declare satisfied as big as 86,7 %, less satisfied as big as 13,3 %, guarantee dimension (attention and affability of doctor to respondent) that declare satisfied 84,7%, less satisfied 15,3 %. empathy dimension (operator emergency unit ability in overcome problem without distinguish patient) that declare satisfied 78,7 %, less satisfied 21,3 %.

The cartesius diagram that belong in first quadrant mean variable with under average but have high importance level. Variables that enter in first quadrant are the ability operator in serves patient, operator speed in handle patient, enrollment is carried out swiftly, attention and affability of doctor to patient.

Regarding to the result the Bhineka Bakti Husada Hospital management shall improve all factors that stay in first quadrant. Besides of that, service quality of emergency department of Bhineka Bakti Husada Hospital necessary repaired by see various aspect, like tool availability and infrastructure among others like separation between emergency department with general poly, radiology unit can operate during 24 clocks, increase bed capacity to become 12 beds so that fulfil standard national1.