

Pengaruh Kepuasan Pasien Atas Mutu Layanan Terhadap Kunjungan Ulang pada Rumah Sakit Paru Dr. M. Goenawan Partowidigdo Cisarua Bogor Tahun 2009 = The Influence of Patient Satisfaction to The Quality of Service Hits Repeat on Lung Hospital of Dr. M. Goenawan Partowidigdo Cisarua Bogor by The Year 2009

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Abstrak

Tesis ini membahas pengaruh kepuasan pasien terhadap kunjungan ulang secara analitik kuantitatif dengan desain prospective cohort dilengkapi pendekatan kualitatif. Pengambilan sampel dengan consecutive sampling. Informan terdiri dari Direktur, kepala instalasi, dokter spesialis paru, perawat, dan pasien, Tingkat kepuasan pasien sebesar 88,59% dan kunjungan ulang 75,5%. Dimensi Reliability, Responsiveness, dan kepuasan total berhubungan signifikan dengan kunjungan ulang. Pada analisis multivariat tidak ada variabel perancu hubungan kepuasan dengan kunjungan ulang. Disarankan melengkapi penunjuk arah, optimalisasi Poliklinik DOTS, penyusunan SOP informasi dan komunikasi, penyimpanan berkas rekam medik disatukan dengan foto rontgen, alat komunikasi supaya bisa langsung terhubung ke semua bagian tanpa melalui operator.

.....This thesis discusses the influence of patient satisfaction to re-visit with the quantitative and qualitative analytical approach, prospective cohort design. Sampling with consecutive sampling. Informants consisted of Director, head of the installation, tuberculosis specialist doctors, nurses, and patients. Level of patient satisfaction of 88.59% and 75.5% re-visit. Dimensions of Reliability, Responsiveness, and total satisfaction have significant associated with re-visit. In the multivariate analysis does not have confounding variable relationship satisfaction with the re-visit. Recommended a complete way, optimization Clinic DOTS, SOP preparation of information and communication, medical record storage file together with image rontgen, means of communication that can be directly connected to all parts without going through the operator.