

Hubungan peran manajer pelayanan pasien dengan pelaksanaan interprofessional collaboration oleh perawat = The relationship between case managers role and interprofessional collaboration by nurses

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Abstrak

Pelaksanaan interprofessional collaboration (IPC) oleh perawat belum optimal. Manajer Pelayanan Pasien (MPP) mempunyai peran yang dapat meningkatkan pelaksanaan IPC. Penelitian ini bertujuan agar teridentifikasi gambaran pelaksanaan IPC, peran MPP yang dipersepsikan perawat dan MPP, serta hubungan peran MPP dengan pelaksanaan IPC oleh perawat dengan menggunakan desain cross sectional. Pelaksanaan IPC diukur menggunakan instrumen yang dimodifikasi dari Assessment of Interprofessional Team Collaboration Scale (AITCS) II dan Interprofessional Collaboration Scale. Peran MPP diukur menggunakan instrumen yang dimodifikasi dari National Study From the Commission for Case Manager Certification. Responden penelitian berjumlah 157 perawat. Pelaksanaan IPC oleh perawat memiliki rerata 96 (74,1%). Peran MPP berdasarkan persepsi MPP memiliki rerata 111,7 (90%), sedangkan menurut persepsi perawat memiliki rerata 92 (75%). Hasil penelitian didapatkan adanya hubungan peran MPP dengan pelaksanaan IPC ($p < 0,001$; $\hat{\pm}$: 0,05). Faktor lain yang berhubungan ialah usia ($p = 0,028$; $\hat{\pm}$: 0,05), lama kerja ($p = 0,042$; $\hat{\pm}$: 0,05), dan level kompetensi ($p = 0,004$; $\hat{\pm}$: 0,05). Peran MPP yang paling berhubungan dengan pelaksanaan IPC ialah peran informational (koefisien B = 0,727). Manajer pelayanan pasien disarankan meningkatkan peran informational sehingga ada proses pertukaran informasi antara MPP dan PPA yang meningkatkan pelaksanaan IPC. Direktur pelayanan medis disarankan untuk melakukan advokasi mengenai peran MPP kepada seluruh PPA.

The implementation of interprofessional collaboration (IPC) by nurses is not yet optimally conducted. The Case Managers (CM) has a role that can improve the implementation of the IPC. This research aimed to identify the description of the implementation of IPC, the role of CM perceived by nurses and CM, and the relationship between the role of CM and the implementation of IPC by nurses using a cross sectional design. The implementation of IPC was measured using an instrument modified from Assessment of Interprofessional Team Collaboration Scale (AITCS) II and Interprofessional Collaboration Scale. The role of CM was measured using an instrument modified from National Study From the Commission for Case Manager Certification. The research respondents were 157 nurses. The implementation of IPC by nurses had an average of 96 (74.1%). The role of CM based on CM perception had an average of 111.7 (90%), while based nurses perception it had an average of 92 (75%). The research results found a relationship between the role of CM and the implementation of IPC ($p < 0.001$; \pm : 0.05). Other related factors were age ($p = 0.028$; \pm : 0.05), working time ($p = 0.042$; \pm : 0.05), and level of competence ($p = 0.004$; \pm : 0.05). The role of CM which was most related to the implementation of IPC was the informational role (coefficient B = 0.727). The CM is suggested to increase the informational role so that there is a process of information exchange between CM and PPA that improves the implementation of IPC. The director of medical services is suggested to conduct an advocacy for the role of CM to all PPA.