

# **Analisis penatalaksanaan standar prosedur sistem rujukan di Poliklinik Rumah Sakit Umum Daerah Arjawinangun Kabupaten DT.II Cirebon**

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## **Abstrak**

Analysis of the Management of Referral Standard Operational Procedure at the Polyclinics of Arjawinangun General Hospital Cirebon At the end of 20th century, the development of health industry, especially the hospital sector growth very fast, and influence the development of regional Government's hospital.

On the other hand level education and economic condition increasing and affecting their demand on health services. Therefore Regional Government's Hospital as the top of referral center in the regional level must be capable to manage the increasing demand by increasing quality of service to the community.

Arjawinangun Hospital is type C general hospital and. owned by the Regional Government of Cirebon Regency. The hospital manage to increase quality of services through the introduction of referral procedure from general practitioner to the specialist doctors using the standard operating procedure of outpatient management.

This study analyze the changes of the number of referral cases in the polyclinic of Arjawinangun Hospital. Secondly the study measure the level of satisfaction among the customer and doctors agree the introduction of standard operating procedure of outpatient management.

The result shows that there is a sharp increased on the number of referral cases the specialist doctors, and a large number of patient, specialist doctors and general practitioner who are satisfied with the new the standard operating procedure of outpatient management. In conclusions the implementation of the standard operating procedure should be continuously monitored and supervise to increase the satisfaction among customer and doctors at Arjawinangun Hospital Cirebon.

Bibliography : 23 (1971 - 1997)