

Analisis Kualitas Pelayanan Kesehatan Jiwa di Instalasi Rawat Jalan RSJ. Prof. Dr. M. Ildrem Provinsi Sumatera Utara = Analysis of Mental Health Service Quality at The Outpatient Unit of Prof. Dr. M. Ildrem Pyschiatric Hospital North Sumatera Province

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Abstrak

Upaya RSJ Prof. Dr. M. Ildrem dalam meningkatkan mutu pelayanan kesehatan jiwa berfokus pada pendekatan promotif, preventif, kuratif, dan rehabilitatif sesuai Peraturan Gubernur Nomor 31 Tahun 2024. Meskipun rumah sakit telah meraih predikat “Sangat Baik” dalam Indeks Kepuasan Masyarakat, terdapat ruang pengembangan untuk mengoptimalkan delapan dimensi kualitas layanan menurut Samartzis & Talias (2020). Penelitian ini bertujuan mengetahui kualitas pelayanan kesehatan jiwa di Instalasi Rawat Jalan RSJ Prof. Dr. M. Ildrem berdasarkan persepsi keluarga pasien. Metode yang digunakan adalah kualitatif dengan wawancara mendalam terhadap delapan keluarga pasien dan empat petugas kesehatan. Hasil penelitian menunjukkan bahwa kualitas pelayanan kesehatan jiwa di instalasi rawat jalan dinilai cukup baik, terutama dari segi kesesuaian intervensi dengan kondisi klinis dan profesionalisme tenaga medis. Pelayanan menunjukkan responsivitas dan efisiensi sistem yang baik, didukung oleh manajemen antrian dan pengawasan pasien yang memadai. Namun, masih ditemukan kebutuhan perbaikan dalam komunikasi prosedural, fasilitas pendukung bagi kelompok rentan, serta kesinambungan tenaga medis. Secara keseluruhan, pelayanan telah memenuhi sebagian besar dimensi kualitas, namun diperlukan upaya berkelanjutan untuk menghadirkan layanan kesehatan jiwa yang lebih inklusif, partisipatif, dan berorientasi pada pemulihan jangka panjang.

.....The efforts of Prof. Dr. M. Ildrem Mental Hospital in improving the quality of mental health services focused on promotive, preventive, curative, and rehabilitative approaches according to Governor Regulation Number 31 of 2024. Although the hospital had achieved the predicate "Very Good" in the Community Satisfaction Index, there was room for development to optimize the eight dimensions of service quality according to Samartzis & Talias (2020). This study aimed to determine the quality of mental health services in the Outpatient Installation of Prof. Dr. M. Ildrem Mental Hospital based on the perceptions of patient families. The method used was qualitative, with in-depth interviews conducted with eight patient families and four health workers. The results of the study showed that the quality of mental health services in the outpatient installation was considered quite good, especially in terms of the suitability of interventions to clinical conditions and the professionalism of medical personnel. Services showed good system responsiveness and efficiency, supported by adequate queue management and patient supervision. However, there was still a need for improvement in procedural communication, supporting facilities for vulnerable groups, and continuity of medical personnel. Overall, the service had met most of the quality dimensions, but ongoing efforts were needed to provide more inclusive, participatory, and long-term recovery-oriented mental health services.