

## **ABSTRAK**

**Nunuk Sri Lestari**

**Studi Kelayakan Pendirian *Intensive Care Unit (ICU)* ditinjau dari Aspek Manajemen SDM dan Aspek Pasar di Rumah Sakit Islam Nahdlatul Ulama Demak  
xiii + 117 halaman + 22 tabel + 12 gambar + 11 lampiran**

Selama 4 tahun terakhir, di Rumah Sakit Islam Nahdlatul Ulama Demak (RSI NU Demak) telah terjadi penurunan BOR dari 71% pada tahun 2009 menjadi 49% pada tahun 2012. Penurunan terjadi akibat rujukan ke RS lain (76,5% pada tahun 2012) karena tidak tersedianya ICU. Saat ini di Kabupaten Demak baru tersedia 10 TT ICU dari kebutuhan ideal minimal 22 TT ICU. Tujuan penelitian ini adalah melakukan studi kelayakan pendirian ICU RSI NU Demak ditinjau dari aspek manajemen SDM dan aspek pasar.

Metode kualitatif dengan *indepth interview* digunakan untuk menjelaskan aspek manajemen SDM dan aspek pasar terkait rujukan. Informan utama aspek manajemen SDM adalah Ketua Yayasan, manajemen RS dan informan triangulasi dokter spesialis anasthesi dan dokter spesialis penyakit dalam. Informan utama aspek pasar terkait rujukan medis adalah 10 dokter umum yang berpraktek di sekitar RSI NU Demak. Metode kuantitatif melalui wawancara kepada 30 pasien dan atau keluarga di Poliklinik Penyakit Dalam dan Bedah RSI NU Demak dengan kuesioner terstruktur digunakan untuk menghitung ATP dan WTP. Studi banding dilakukan di RSUD Sunan Kalijaga dan RS Pelita Anugerah Demak. Pengolahan data kualitatif dilakukan dengan analisis isi (*content analysis*) dan kuantitatif secara deskriptif.

Hasil penelitian aspek manajemen SDM menunjukkan jenis tenaga kesehatan sudah memenuhi, jumlahnya memerlukan penambahan 13 perawat. Semua tenaga kesehatan belum memiliki sertifikat pelatihan bantuan hidup lanjut dan sertifikat ICU. Pada aspek pasar, pendirian ICU RSI NU Demak mendapat dukungan dari dokter di sekitar RSI NU Demak dalam hal rujukan medis. Hasil ATP 1 (kemampuan membayar terendah) sebesar Rp. 93.225,00 dan ATP 2 (kemampuan membayar tertinggi) sebesar Rp. 723.000,00 dan WTP sebesar Rp. 300.000,00.

Disimpulkan bahwa dari aspek manajemen SDM, ICU di RSI NU Demak belum layak didirikan. Dari aspek pasar, ICU di RSI NU Demak layak didirikan.

Kata Kunci : Studi Kelayakan, ICU, Rumah Sakit

Kepustakaan : 33 ( 1995 – 2012 )

**Nunuk Sri Lestari**

**The Feasibility Study of Intensive Care Unit (ICU) Development from Human Resource Management and Market Aspect at Nahdlatul Ulama Islamic Hospital Demak  
xiii + 117 pages + 22 tables + 12 figures + 11 enclosures**

In the past four years, bed occupancy ratio (BOR) in Nahdlatul Ulama Islamic hospital (RSI NU) Demak decreased from 71% in 2009 to 49% in 2012. The decrease was because of referral to other hospitals (76.5% in 2012) due to no intensive care unit (ICU) facility. Currently, the availability of number of beds in the ICU in Demak district was 10; the minimal ideal requirement of ICU beds was 22. Objective of this study was to conduct feasibility study for the establishment of an intensive care unit of RSI NU Demak viewed from human resource and market aspects.

Qualitative method with in-depth interview data collection technique was used to explain human resource management aspect and market aspect related to referral. Main informants for human resource management aspect were a director of the foundation and management of the hospital. Triangulation informants were anesthesiologists and internists. Main informants for market aspect related to medical referral were 10 general practitioners who conducted their private practice in surrounding RSI NU Demak. Quantitative method was implemented through in-depth interview to 30 patients and/or family member who visited internal disease and surgery polyclinics of RSI NU Demak. Structured questionnaire was used to calculate ATP and WTP. Benchmarking to Sunan Kalijaga Demak district general hospital (RSUD) and Pelita Anugerah hospital Demak was conducted. Content analysis was applied in the qualitative data analysis; quantitative data was analyzed descriptively.

Results of the study showed that viewed from human resource management aspect: health worker type had fulfilled the expectation; however, additional 13 nurses were needed. All health workers did not have training certificate of life saving for elders and ICU certificate. In the market aspect: the development of ICU of RSI NU Demak obtained medical referral supports from physician surrounding RSI NU Demak. ATP1 (the lowest ability to pay the fee) was Rp. 93,225.00, and ATP2 (the highest ability to pay the payment) was Rp. 723, 000,00, WTP was Rp. 300,000.00.

In conclusion, viewed from human resource management, ICU of RSI NU Demak is not feasible to be built. Viewed from market aspect, ICU of RSI NU Demak is feasible to be built.

Key words : feasibility study, ICU, hospital

Bibliography : 33 (1995-2012)