

ABSTRAK

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Analisis Peranan Pengendalian Mutu dalam Mendukung Pelaksanaan Standar Pelayanan Minimal (SPM) di Instalasi Radiologi RSUD Tugurejo Semarang
xvii + 114 halaman + 20 tabel + 5 gambar + 13 lampiran

Standar pelayanan minimal (SPM) di Instalasi Radiologi RSUD Tugurejo Semarang belum tercapai. Pihak manajemen telah melakukan upaya agar SPM tercapai, namun terdapat dua indikator yang belum tercapai yaitu pelaksanaan ekspertisi dan kejadian kegagalan pelayanan *rontgen*. Tujuan penelitian menjelaskan peranan pengendalian mutu dalam mendukung pelaksanaan SPM di instalasi radiologi RSUD Tugurejo Semarang.

Penelitian ini kualitatif dengan subjek penelitian 2 orang manajemen pelayanan radiologi dan 3 orang petugas radiologi. Variabel penelitian ini adalah pengendalian mutu yang meliputi evaluasi kinerja mutu aktual, perbandingan kinerja dengan tujuan, perbaikan perbedaan dan pelaksanaan SPM. Analisis data yang digunakan *content analysis*.

Hasil penelitian menunjukkan evaluasi kemampuan tenaga radiologi belum dilaksanakan, perbandingan hanya dilakukan dengan membandingkan laporan dengan target secara umum, sehingga belum mendukung pelaksanaan SPM. Perbaikan sudah dilaksanakan berupa pencatatan di buku peminjaman film, penempelan kertas pengingat, tetapi ekspertisi belum bisa seratus persen dilaksanakan oleh dokter spesialis radiologi. Upaya lain dengan pembelian alat *Computer Radiography (CR)*, tetapi kegagalan pelayanan *rontgen* masih di atas dua persen.

Rekomendasi penelitian ini ditujukan kepada pihak manajemen RSUD Tugurejo Semarang untuk melakukan evaluasi secara khusus kinerja mutu aktual, melakukan perbandingan kinerja dengan tujuan, dan memberikan solusi pemecahan masalah guna perbaikan.

Kata kunci : Pengendalian Mutu, Instalasi Radiologi, Standar Pelayanan Minimal

Kepustakaan : 41 (1989 – 2013)

ABSTRACT

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**Analysis of the Role of Quality Control in Supporting the Implementation of Minimum Service Standards at Radiology Installation of Tugurejo Public Hospital in Semarang
xvii + 114 pages + 20 tables + 5 figures + 13 enclosures**

Minimum Service Standards (MSS) at Radiology Installation of Tugurejo Public Hospital in Semarang have not been achieved. The hospital management had made some efforts to improve it. Unfortunately, two indicators, namely expertise implementation and unsuccessful roentgen services, had not been achieved. This research aimed to explain the role of quality control in supporting the implementation of minimum service standards at Radiology Installation of Tugurejo Public Hospital in Semarang.

This was qualitative research. Subjects were 2 radiology administrators and 3 radiology officers. Variable of this research was quality control consisted of performance evaluation, actual quality, comparison between performance and goals, improvement of differences, and implementation of minimum service standards. Data were analyzed using a method of content analysis.

The results of this research showed that there was no evaluation on radiology officers' competency. In addition, general comparison that had been done between report and target did not support the implementation of MSS. However, some efforts had been made to improve such as recording at a book for lending film and attaching a reminder paper. On the other hand, expertise had not been totally implemented by a radiologist. Even though Computer Radiography (CR) had been purchased, unsuccessful roentgen services were still more than two percent.

As a suggestion, the Tugurejo Public Hospital management needs to specifically evaluate performance of actual quality, compare between performance and goals, and provide problem solving.

Key Words : Quality Control, Radiology Installation, Minimum Service Standards

Bibliography : 41 (1989-2013)