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**Fakultas Kesehatan Masyarakat**

**Program Studi Magister Ilmu Kesehatan Masyarakat**

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**Abstrak**

**Mujtahid**

**Evaluasi Pelayanan Unit Rawat Jalan VIP A RSUD Sunan Kalijaga Kabupaten Demak**

**xviii + 108 halaman + 36 tabel + 2 gambar + 11 lampiran**

Kunjungan pasien rawat jalan reguler RSUD Sunan Kalijaga tahun 2012-2015 meningkat, tetapi di rawat jalan *VIP* A menurun. Penurunan tersebut merupakan cerminan penerapan manajemen RS belum optimal. Manajemen RS belum menerapkan evaluasi pelayanan unit rawat jalan *VIP* A.

Jenis penelitian kualitatif, pengumpulan data dengan wawancara mendalam, observasi, studi dokumen. Informan utama: kepala unit, perawat, dokter spesialis, direktur dan informan triangulasi: kabid pelayanan, kabid keperawatan, kabid pemasaran dan rekam medis, kabag tata usaha, pasien. Analisa dengan *content analysis*.

Hasil penelitian : perencanaan pelayanan unit rawat jalan VIP A, jumlah dokter spesialis kebidanan dan kandungan, spesialis mata, spesialis paru dan spesialis syaraf belum memenuhi syarat dan perawat, petugas pendaftaran, kasir memenuhi sesuai kebutuhan; dana BLUD tidak teralokasi jumlah dana di RBA; gedung terpisah dengan rawat jalan reguler belum memenuhi persyaratan; bentuk pedoman dan alur pelayanan tidak ditetapkan; peralatan belum memenuhi persyaratan; keputusan jenis, jadwal, petugas, tugas pokok, uraian tugas petugas, mekanisme perencanaan, RBU, pembagian tugas.tidak tersusun. Pelaksanaan pelayanan : dokter spesialis tidak konsisten dengan jadwal, atasan memberikan arahan tugas pokok dan memotivasi pelaksana, tidak disosialisasikan pedoman dan alur pelayanan; semua petugas melayani dengan tanggung jawab; peran kepala unit dan kepala bidang belum optimal. Monitoring pelayanan : pencatatan di register pendaftaran, rekam medis, tidak terintegrasi SIMRS; evaluasi pelayanan belum dilakukan; laporan jenis dan jumlah penyakit setiap bulan; perbaikan/tindak lanjut belum berkelanjutan.

Disarankan pelayanan unit rawat jalan VIP A dilanjutkan, maka harus memperbaiki dan meningkatkan kinerja manajemen dan pelayanan.

Kata kunci : Evaluasi, pelayanan rawat jalan VIP A, rumah sakit

Kepustakaan : 53 (1977 - 2016)

**Diponegoro University**

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**Master’s Study Program in Public Health**

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**ABSTRACT**

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**Evaluation of Services at Outpatient Unit of VIP A at Sunan Kalijaga Public Hospital in District of Demak**

**xviii + 108 pages + 36 tables + 2 figures + 11 appendices**

Number of patient visits at regular outpatient unit of Sunan Kalijaga Public Hospital increased during the period of 2012-2015 but it decreased at outpatient unit of VIP A. The decrease indicated not optimal in implementing hospital management. The hospital management had not applied service evaluation at the outpatient unit of VIP A.

This was a qualitative study. Data were collected by conducting indepth interview, observation, and documentation study. Main informants consisted of head of unit, nurse, medical specialist, and director. Informants for triangulation purpose consisted of head of service department, head of nursing department, head of marketing department, and medical record, head of administration, and patients. Data were analysed using a method of content analysis.

The results of this research showed that regarding a service plan at outpatient unit of VIP A, number of obstetriciansandgynecologists, ophthalmologists, lung specialists, and neurologists were insufficient. On the other hand, number of nurses, registration officers, and cashiers were sufficient. There was no BLUD fund allocated in a budget and business plan. A building separated from regular outpatient unit had not met requirements. There was no decision of type, schedule, main tasks, job description, planning mechanism, RBU, and job sharing. Regarding the implementation of service, medical specialists were inconsistent in obeying a schedule. A head provided a guidance of main tasks and motivated the implementers. There was no socialisation of a guideline and a service flow. All officers provided services with responsibility. Roles of head of unit and head of departments were not optimal. Regarding service monitoring, recording at registration and medical record units was not integrated with SIMRS. Evaluation had not been conducted. Reporting types and number of diseases every month and revision/following-up had not sustained.

Services at outpatient unit of VIP A need to be continued. Therefore, performance of management and service needs to be improved.

Keywords : Evaluation, Vip A Outpatient Service, Hospital

Bibliography: 53 (1977-2016)