

ABSTRAK

Wahyu Agustriani
Analisis Manajemen Linen di Rumah Sakit PKU Muhammadiyah Mayong
Jepara tahun 2016 (Studi Kualitatif)
xv + 140 halaman + 24 tabel + 8 gambar + 10 lampiran

Manajemen linen merupakan salah satu kegiatan penting yang dilakukan oleh manajemen rumah sakit dalam menunjang pelayanan pasien dan sebagai upaya pengendalian infeksi RS. Manajemen linen di RSU PKU Muhammadiyah Mayong Jepara belum berjalan secara optimal. Hal tersebut terlihat dengan adanya kekurangan jumlah linen, keterlambatan penyediaan linen pada pasien, dan adanya linen yang kurang bersih di ruang perawatan.

Penelitian ini bertujuan untuk menganalisis pelaksanaan manajemen linen dari aspek *input*, proses, *output*, dan *outcome*, sebagai dasar untuk upaya perbaikan manajemen linen. Penelitian dilakukan dengan metode deskriptif eksploratif melalui wawancara mendalam, kuesioner, dan observasi. Informan utama penelitian adalah direktur, kepala bagian administrasi dan keuangan, kepala subbagian umum, kepala logistik, dan kepala *laundry*. Informan triangulasi penelitian adalah kepala ruang perawatan dan kepala kamar operasi. Pengolahan dan analisis data menggunakan metode analisis isi.

Hasil penelitian menunjukkan bahwa aspek *input* terdapat kekurangan tenaga dalam hal jumlah dan kualifikasi/keterampilan, belum ada pelatihan manajemen linen, belum ada penghitungan khusus biaya pengelolaan linen, pedoman manajemen linen belum ada, Standar Prosedur Operasional belum lengkap, sarana dan prasarana belum memadai. Aspek proses menunjukkan alur pelaksanaan manajemen linen belum sesuai standar. Aspek *output* menunjukkan kekurangan jumlah linen, mutu linen masih rendah, dan ketidaktepatan waktu penyediaan linen pasien. Aspek *outcome* menunjukkan kepuasan pasien akan linen masih kurang.

Penelitian ini merekomendasikan beberapa saran, yaitu penambahan tenaga sesuai kualifikasi, pembentukan tim pelaksana manajemen linen, meningkatkan kualitas tenaga dengan pelatihan manajemen linen, melakukan penganggaran biaya pengelolaan linen, melengkapi pedoman dan standar operasional, merencanakan pembangunan gedung *laundry*, melengkapi sarana prasarana, dan memperbaiki alur pelaksanaan pengelolaan linen sesuai dengan standar.

Kata kunci : Manajemen Linen, Linen Rumah Sakit, RS PKU Mayong
Kepustakaan : 52 (1969-2016)

ABSTRACT

Wahyu Agustriani

Analysis of Linen Management in Muhammadiyah PKU Hospital of Mayong in Jepara in 2016 (A Qualitative Study)

xv + 140 pages + 24 tables + 8 figures + 10 appendices

Linen management is one of the important activities undertaken by hospital management to support patient services and to control the occurrence of infection at a hospital. Linen management in Muhammadiyah PKU Hospital of Mayong in Jepara had not been well implemented. This condition was shown by inadequate amount of linen, lateness in providing linen to patients, and unclean linen in a treatment room.

This study aimed at analysing the implementation of linen management from the aspects of input, process, output, and outcome as a basis for improving linen management. This was a descriptive-explorative study using indepth interview, a questionnaire, and observation. Main informants consisted of director, head of administration and finance department, head of general affairs sub department, head of logistic department, and head of laundry department. Meanwhile, informants for triangulation purpose consisted of head of a treatment room and head of an operating room. Data were analysed using a method of content analysis.

The result of this research showed that in the aspect of input, number of employees was inadequate, qualifications/skills of officers were insufficient, there was no training of linen management, there was no specific calculation for funding linen management, a guideline of linen management was not available, Standard Operating Procedure was incomplete, means and infrastructure were inadequate. The aspect of process demonstrated that a flow of linen management was not in accordance with a standard. The aspect of output indicated that amount of linen was inadequate, quality of linen was low, and providing linen to patients was not timely. In the aspect of outcome, patient's satisfaction towards linen was low.

As suggestions, the management of the hospital needs to add number of employees, to form an implementer team of linen management, and to conduct a training of linen management for improving employees' skills. In addition, the management of the hospital need to allocate funds for linen management, to complete a guideline and an operational standard, to plan establishing a laundry building, to complete means and infrastructure, and to revise a flow of the implementation of linen management in accordance with a standard.

Keywords : Linen Management, Linen Of A Hospital, PKU Hospital Of Mayong

Bibliography: 52 (1969-2016)