

HUBUNGAN KARAKTERISTIK PASIEN DAN PENILAIANNYA TERHADAP
PELAYANAN DENGAN KEPUTUSAN RAWAT INAP ULANG DI RUANG VIP RSU RA
KARTINI JEPARA SEPTEMBER TAHUN 2003

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(2003 - Skripsi)*

Satu satu komponen untuk mutu pelayanan rumah sakit yaitu penilaian pasien terhadap kinerja rumah sakit dan penilaian kepentingan pasien. Untuk meningkatkannya diketahui kebutuhan dan keinginan pasien sebagai pelanggan. BOR pelayanan VIP selama 5 tahun terakhir di RSU RA Kartini Jepara sebagai indikator permintaan pelayanan rawat inap dibandingkan kelas perawatan lain lebih tinggi. Permintaan masyarakat terhadap pelayanan dipengaruhi oleh karakteristik pasien dan penilaian penampilan pelayanan rumah sakit karakteristik pasien meliputi umur, jenis kelamin, tingkat pendidikan jenis pekerjaan, pendapatan dan jenis pembiayaan. Penampilan rumah sakit yang bisa dinilai pasien meliputi ketrampilan dokter, perhatian dokter, keramahan perawat, ketrampilan perawat dan kenyamanan sarana fisik. Penelitian ini untuk mengetahui apakah karakteristik pasien dan penilaian pasien terhadap pelayanan berhubungan dengan keputusan untuk rawat inap ulang di ruang VIP RSU RA KARTINI Jepara.

Jenis penelitian ini adalah observasional, explanatory survey dengan pendekatan cross sectional study. Penelitian dilakukan pada bulan September 2003. Populasi penelitian ini adalah pasien yang dirawat inap di ruang VIP RSU RA Kartini Jepara. Sampel penelitian ini diambil dengan teknik purposive sampling. Pengumpulan data penelitian melalui wawancara langsung dengan responden menggunakan kuesioner penilaian pasien terbagi ke dalam 2 kelompok yaitu penilaian kepentingan pasien dan penilaian kinerja pelayanan. Penghitungan kategori variabel penilaian terhadap pelayanan yaitu membagi skor penilaian kinerja pelayanan dengan skor penilaian kepentingan dikalikan 100% Data dianalisis secara deskriptif dan analitik menggunakan uji chi-square.

hasil penelitian pasien terhadap ketrampilan dokter kurang sesuai sebanyak 29,4%, perhatian dokter (22,1%), keramahan perawat (35,3%), ketrampilan perawat (13,2%) dan kenyamanan sarana fisik (38,2%). Hasil uji chi square umur (p value=1), jenis kelamin (p value=842), tingkat pendidikan (p value=0,093) jenis pekerjaan (p value=0,842), pendapatan (p value=0,912) dan jenis pembiayaan (p value=0,381) tidak berhubungan dengan keputusan rawat inap di ruang VIP RSU RA Kartini Jepara. Penelitian pasien terhadap ketrampilan dokter (p value = 00,002), perhatian dokter (p value = 0,002), keramahan perawat (p value = 0,004), ketrampilan perawat (p value =0,0001) dan kenyamanan sarana fisik (p value =0.001) berhubungan dengan keputusan untuk rawat inap ulang di ruang VIP RSU RA Kartini jepara. Berdasarkan hasil penelitian dan pembahasan maka dapat disimpulkan penilaian pasien terhadap ketrampilan dokter, perhatian dokter, keramahan perawat ketrampilan perawat dan kenyamanan sarana fisik berhubungan dengan keputusan untuk rawat inap ulang di ruang VIP RSU RA Kartini Jepara. Umur, jenis kelamin, tingkat pendidikan, jenis pekerjaan,

pendapatan dan jenis pembiayaan tidak berhubungan dengan keputusan untuk rawat inap ulang di ruang VIP RSUD RA Kartini Jepara. Saran yang dapat diberikan kepada pihak rumah sakit sebagai penyelenggara pelayanan adalah perlu ditingkatkannya mutu pelayanan kenyamanan sarana fisik, keramahan perawat, ketrampilan dokter, perhatian dokter dan ketrampilan perawat sesuai dengan kebutuhan pasien. Hal tersebut karena masih dijumpainya angka ketidakpuasan pasien terhadap pelayanan. Ketidakpuasan ini ditunjukkan dengan penilaian pasien yang kurang sesuai antara kinerja pelayanan dengan penilaian penting pasien.

Kata Kunci: Keputusan rawat inap ulang di ruang VIP, karakteristik pasien penilaian pasien

THE RELATIONSHIP BETWEEN PATIENTS CHARACTERISTICS, THEIR EVALUATION ON SERVICE AND DECISION OF REHOSPITALIZED IN VIP ROOM AT RA KARTINI GENERAL OF JEPARA IN SEPTEMBER 2003

One of components of quality service of hospital are the patient's evaluation on hospital evaluation on hospital performance an evaluation on patient's need. To improve both of them require the need and request of patients as costumer. BOR of service VIP in the last five years at RA Kartini General Hospital of Jepara compare with other care is higher. Community request on service is influence by patient's characteristics are age, sex, educational level, Kind of job, salary, and kind of fee. Hospital service performances that can be evaluated by patients are doctor's skill, doctor's attention, nurse hospitality, and convenience of physical equipment. The purpose of this study was to know whether patient's characteristics and patient's evaluation on service related with decision of stay care at RA Kartini General Hospital Jepara.

This study was observational, explanatory survey with cross sectional design. This study conducted in September 2003. Population studied was stay care patients in Kartini General Hospital of Jepara. Sampling technique used was purposive sampling. Data collection got by direct interview with subject of study using questioner. Questioner of patient's evaluation split into two groups, which are patient's evaluation on their need and evaluation in service performance. The process of counting of evaluation in service used subtraction of evaluation service performance's score and evaluation of need then multiply to 100% Data analysis used descriptive and analytic using Chi Square.

The result of the study show that there were not any conform evaluation on doctor's skill (29,4%), doctor's attention (22,1%), nurse hospitality (35,3%), nurse's skill (13,2%) and convenient of physical equipment (38,2%). The result of Chi Square test for age (p value =1), sex (p value =0,842), educational level (p value=0,093), kind of job (p value=0,842), salary (p value=0,912), and kind of fee (p value=0,381) were not related with decision of stay care at RA Kartini general Hospital of Jepara Patient's evaluation on doctor's skill (p value=0,004), doctor's attention (p value=0,002), nurse hospitality (p value=0,004), nurse's skill (p value=0,0001), and convenience of physical equipment (p value=0,001) were related with decision of stay care at RA Kartini General Hospital of Jepara.

According to the result and discussion on the study, it can be inferred that patient's evaluation on doctor's skill, doctor's attention, nurse hospitality, nurse skill and

convenience of physical equipment were related with decision of stay care at RA Kartini General Hospital of Jepara. Age, sex, educational level, kind of job, salary, kind of fee was not related with decision of stay care at RA Kartini General Hospital of Jepara. Suggestion that could be brought up for the hospital as executer of health service are the need to increase the quality of the convenience of physical equipment, nurse hospitality, doctor's skill, doctor's attention, and nurse's skill according to the need of patients. It happens because there are still numbers of patient's dissatisfaction. Patient's dissatisfaction showed by patient's evaluation was not conforming between service performance and patient's evaluation on their interest

keyword : Patient's characteristics, conform evaluation, decision on rehospitalized in VIP room