

## **ABSTRACT**

# **THE IMPLEMENTATION OF PATIENT-CENTERED COLLABORATIVE CARE TRAINING CONCEPT TO IMPLEMENTATION DIMENSION OF PATIENT CENTERED CARE OF INPATIENT UNIT RSUD RADEN MATTATHER PROVINSI JAMBI**

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**Background:** *The implementation of best Patient-Centered Collaborative Care training concept become one of the important aspects of providing health services in a hospital. The improvement of health services conducted by the hospital is aimed to support healing and recovery with full attention of patient comfort.*

**Method:** *This study used Mixed Method Research or a combination of quantitative and qualitative approaches of Sequential Explanatory, and qualitative data analysis in the second stage, to support the quantitative research finding which is done in the first stage. This study used One Group Pre-Test - Post-Test Design without Control, is a way of performing one pre-test before treatment (treatment/training) and afterward measuring again (post-test) without giving a control treatment. There are 96 respondents with one year of minimum work period in RSUD Raden Mattather Jambi. The respondents observations are included gender, educational background, work period, status, children, residence and the workplace.*

**Result:** *The result of this study show that the highest level of nurse's knowledge is influenced by the age, work experience, educational background, and motivation of self-development. Statistically, there are no significant differences, but from training appreciation, nurse are unrealized that there is an influence of PCC implementation at the Surgical and Intern Ward Inpatient Unit RSUD Raden Mattather Jambi and supported by nurses' performances.*

**Conclusion:** *Good knowledge of PCC concept proved to have an effect on PCC implementation inpatient Surgery and Interna Ward RSUD Raden Mattather Provinsi Jambi supported by the improvement of nurse performance in inpatient room.*

**Keywords:** *Patient Centered Care, Patient-Centered Collaborative Care*

## INTISARI

### **PENERAPAN PELATIHAN KONSEP *PATIENT CENTERED COLLABORATIVE CARE* DALAM MENERAPKAN DIMENSI *PATIENT CENTERED CARE* DI RUANG RAWAT INAP RSUD RADEN MATTAHER PROVINSI JAMBI**

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**Latar belakang:** Pelatihan pelatihan konsep Patient Centered Collaborative Care terbaik menjadi salah satu aspek penting dalam menyediakan layanan kesehatan di rumah sakit. Peningkatan pelayanan kesehatan yang dilakukan oleh rumah sakit ditujukan untuk mendukung penyembuhan dan pemulihan dengan perhatian penuh dari kenyamanan pasien.

**Metode:** Penelitian ini menggunakan Metode Penelitian Campuran atau kombinasi pendekatan kuantitatif dan kualitatif dari Explanatory Sequential, dan analisis data kualitatif pada tahap kedua, untuk mendukung penelitian kuantitatif menemukan yang dilakukan pada tahap pertama. Penelitian ini menggunakan One Group Pre-Test - Post-Test Design tanpa Kontrol. Ada 96 responden dengan masa kerja minimal satu tahun di RSUD Raden Mattaher Jambi. Observasi responden termasuk jenis kelamin, latar belakang pendidikan, masa kerja, status, anak-anak, tempat tinggal dan tempat kerja.

**Hasil:** Hasil penelitian ini menunjukkan bahwa tingkat pengetahuan perawat yang paling tinggi dipengaruhi oleh usia, pengalaman kerja, latar belakang pendidikan, dan motivasi diri development. Secara statistik, tidak ada perbedaan signifikansi, tetapi dari appreciation pelatihan, perawat tidak menyadari bahwa ada pengaruh pelaksanaan PCC di Unit Rawat Inap Bedah dan Rawat Inap RSUD Raden Mattaher Jambi.

**Kesimpulan:** Pengetahuan konsep PCC yang baik terbukti berpengaruh terhadap implementasi PCC Bedah Rawat Inap dan Bina Lingkungan RSUD Raden Mattaher Provinsi Jambi didukung oleh peningkatan kinerja perawat di ruang rawat inap.

**Kata Kunci:** Patient Centered Care, Patient Centered Collaborative Care