

**PERAN CASE MANAGER DAN IMPLEMENTASINYA
DALAM MENDUKUNG *PATIENT CENTERED CARE*
(PCC)
DI RUMAH SAKIT PKU MUHAMMADIYAH
YOGYAKARTA**

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INTISARI

Latar Belakang: Paradigma pelayanan pasien sekarang adalah pelayanan berfokus pada pasien (*Patient Centered Care*). Pasien dan keluarga membutuhkan informasi yang akurat dan Profesional Pemberi Asuhan (PPA) bekerja secara terintegrasi dalam memberikan pelayanan kepada pasien. Masalah serius muncul banyaknya konflik antar interdisiplin pemberi asuhan pelayanan, ditambah lemahnya kendali mutu dan kendali biaya bagi rumah sakit. *Case Manager* merupakan intervensi penting dan komprehensif dalam rangka peningkatan mutu, kendali biaya, keselamatan pasien, asuhan yang terintegrasi, kontinuitas pelayanan dan kepuasan pasien. Peran *Case Manager* sangat penting dan sangat kompleks sebagai bagian dari penerapan pelayanan berfokus pada pasien, berperan dalam membantu meningkatkan kolaborasi interprofesional dan tim pelayanan kesehatan lain.

Tujuan penelitian ini adalah untuk mendeskripsikan tentang Peran *Case Manager* dan Implementasinya dalam mendukung *Patient Center Care* di RS tersebut.

Metode: Jenis penelitian kualitatif dengan pendekatan fenomenologi dengan Informan Utama Case Manager dan Supervisor pelayanan 30 Informan, data diperoleh melalui wawancara mendalam dan *Focus Group Discussion (FGD)*.

Hasil dan Pembahasan: Peran *Case Manager* dan Implementasinya telah sesuai mendukung *Patient Centered Care* di rumah Sakit PKU Muhammadiyah Yogyakarta, dengan ditunjuknya 2 *Case Manager* yaitu dokter dan perawat melalui Surat Keputusan Direksi. Peran yang dilakukan *Case Manager* dalam mendukung PCC adalah koordinasi, komunikasi, pengawasan, pencegahan, dan perencanaan asuhan pasien. Peran tersebut belum optimal dikerjakan, karena terkendala dengan hambatan multiperan, ethical legal dan sosialisasi yang belum merata

Kesimpulan: Peran *Case Manager* dan Implementasi di RS PKU Muhammadiyah Yogyakarta telah mendukung *Patient Centered Care* dan peran yang dominan adalah peran komunikasi dan peran koordinasi

Kata Kunci: *Case Manager, Patient Centered Care*

**ROLE CASE MANAGER 'S AND ITS IMPLEMENTATION
IN SUPPORTING PATIENT CENTERED CARE (PCC)
PKU MUHAMMADIYAH HOSPITAL OF YOGYAKARTA**

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Abstract

Background: The current patient service paradigm is patient-focused services (*Patient Centered Care*). Patients and families need accurate information, so caregiver professionals (PPAs) are required to work in an integrated manner in providing services to patients. The problem arises from the many conflicts between interdisciplinary service providers, plus the lack of quality control and control which is a serious problem for hospitals. *Case Manager* is an important and comprehensive intervention in order to improve quality, cost control, patient safety, integrated care, continuity of service and patient satisfaction. The role of *Case Manager* is very important and very complex as part of implementing patient-focused services, playing a role in helping to improve interprofessional collaboration and being able to collaborate with other health care teams.

The purpose of this study was to describe the role of Case Manager and its implementation in supporting Patient Center Care at the hospital.

Method: Type of research qualitative with approach phenomenology with Main Informant Case Manager and Service Supervisor 30 Informants, data were obtained through in-depth interviews and *Focus Group Discussion (FGD)*.

Results and Discussion: The role of Case Manager and its implementation has been suitable to support the implementation of Patient Centered Care at PKU Muhammadiyah Hospital in Yogyakarta, with the appointment of 2 Case Managers namely

doctors and nurses through a Letter of Directors' Decree. The role that Case Manager plays in supporting PCC is coordination, communication, supervision, prevention, and planning of patient care.

Conclusion: The Role of *Case Manager* and Implementation in PKU Muhammadiyah Yogyakarta Hospital has supported the implementation of *Patient Centered Care* and the dominant role is the role of communication and coordination roles

Keywords: *Case Manager, Patient Centered Care*