

PELAKSANAAN STANDARAKSES KE RUMAH SAKIT DAN KONTINUITAS PELAYANAN DI RUMAH SAKIT

Dwi Yuliannisa Amri¹, Nur Hidayah², Ekorini³

Program Studi Manajemen Rumah Sakit, Program Pascasarjana,
Universitas Muhammadiyah Yogyakarta
Email :dyuliannisaamri@gmail.com

INTISARI

Latar Belakang: Akses ke rumah sakit dan kontinuitas pelayanan sangat penting bagi keberlangsungan rumah sakit agar masyarakat yang membutuhkan pelayanan kesehatan tertarik untuk berkunjung ke rumah sakit dan memanfaatkan pelayanan kesehatan yang dimiliki rumah sakit. Penelitian ini guna mengetahui pelaksanaan akses ke rumah sakit dan kontinuitas pelayanan di Rumah Sakit X yang akan melakukan akreditasi setelah beroperasi 4 tahun.

Metode: Jenis penelitian ini adalah penelitian kualitatif. Data dikumpulkan menggunakan metode observasi dan wawancara. Populasi semua pasien yang datang ke IGD dan Rawat Jalan. Analisis data menggunakan *coding* wawancara.

Hasil dan pembahasan: Hasil observasi pelaksanaan *standar operational procedure* akses ke rumah sakit dan kontinuitas pelayanan telah dilakukan melebihi 80%, akan tetapi terdapat hambatan dalam pelaksanaannya, salah satunya yaitu tidak semua staf klinis mengetahui langkah langkah dalam langkah *standar operational procedure*.

Kesimpulan: Staf klinis telah melaksanakan langkah langkah *standar operational procedure* standar akses ke rumah sakit dan kontinuitas pelayanan melebihi 80%.

Kata Kunci: ARK 1, akreditasi

*IMPLEMENTATION STANDARDS ACCESS TO HOSPITALS
AND CONTINUITY OF SERVICE*

Dwi Yuliannisa Amri¹, Nur Hidayah², Ekorini³

Master Of Hospital Managemet
Universitas Muhammadiyah Yogyakarta
Email :dyuliannisaamri@gmail.com

ABSTRACT

Background: Access to hospitals and continuity of services is very important for the continuity of the hospital so that people who need health services are interested in visiting hospitals and utilizing the health services owned by hospitals. This research is to find out the implementation of access to the hospital and continuity of service at X Hospital which will carry out accreditation after 4 years of operation.

Method: This type of research is qualitative research. Data was collected using observation and interview methods. The population of all patients who came to the emergency room and outpatient. Data analysis using coding interviews

Results and discussion: Observations on the implementation of standard operational procedure for hospital access and continuity of services have been carried out in excess of 80%, but there are obstacles in the implementation, one of which is not all clinical staff know the steps in standard operational procedure steps.

Conclusion: Clinical staff has implemented standard operational procedure standard steps hospital access and service continuity exceeds 80%.

Keywords: ARK 1, accreditation