

INTISARI

PENGUKURAN DAN ANALISIS INDIKATOR WAKTU TUNGGU PELAYANAN DI INSTALASI GAWAT DARURAT : STUDI KASUS

Radius Prawiro¹, Susanto²

Program Studi Magister Manajemen Rumah Sakit,
Universitas Muhammadiyah Yogyakarta

Latar belakang: Pelayanan IGD merupakan pelayanan memberikan tindakan cepat dan tepat untuk meminimalkan angka kematian dan mencegah terjadinya kecacatan. Salah satu indikator mutu pelayanan ialah *respon time* dengan standar pelayanan maksimal 5 menit. Waktu tanggap di IGD Muhammadiyah Bantul menunjukkan adanya penurunan pencapaian target sebanyak 99,63% ditahun 2015 menjadi 99,42% di tahun 2017. Penurunan pencapaian terget akan berdampak pada mutu pelayanan .

Tujuan Penelitian: Untuk mengukur dan menganalisis waktu tunggu pelayanan di IGD.

Metode: Penelitian ini adalah penelitian kuantitatif dengan pendekatan *cross-sectional*. Populasi yang digunakan yaitu pasien yang telah menggunakan jasa layanan IGD dengan sampel sebanyak 99 orang. Analisis bivariate menggunakan uji *t test* dan anova.

Hasil dan Pembahasan: Hasil penelitian menunjukkan waktu tunggu pasien masuk triase, sampai tahap pemeriksaan dokter telah sesuai dengan pedoman standar pelayanan minimal yaitu ≤ 5 menit. Waktu rata-rata pemeriksaan dan total waktu tunggu di IGD berkisar 1 – 2 jam (>60 menit). pada analisis univariat di dapatkan hasil berupa pengaruh yang signifikan antara total waktu tunggu dengan tingkat keparahan pasien ($p=0,00$) dan alasan meninggalkan IGD ($p=0,00$)

Kesimpulan: Faktor kondisi keparahan pasien dan alasan meninggalkan IGD mempunyai pengaruh yang signifikan terhadap waktu tunggu pelayanan IGD. Faktor usia, jenis kelamin , dan tingkat pendidikan tidak memiliki pengaruh yang signifikan terhadap waktu tanggap dan total waktu tunggu di instalasi gawat darurat

Kata kunci: Waktu Tunggu, IGD, Mutu Pelayanan

ABSTRACT

MEASUREMENT AND ANALYSIS OF WAITING TIME INDICATORS IN EMERGENCY INSTALLATION: CASE STUDY

Radius Prawiro¹, Susanto²

Hospital Management Master Study Program,
Muhammadiyah University of Yogyakarta

Background: Emergency Installation Services are services that can provide prompt and appropriate actions to minimize the mortality and prevent the disability. One indicator of service quality is response time, this is an process indicator to achieve outcome indicators named survival. Emergency assistance has a standard service time known as response time which is maximum of 5 minutes. The response time in the Muhammadiyah Bantul IGD showed a decrease in target achievement by 99.63% in 2015 to 99.42% in 2017. The reduction in targeted achievement would have an impact on service quality

Research Objective: To measure and analyze waiting time indicators in emergency installation

Method: This research was a quantitative study with a cross-sectional approach. The population used in this study were patients who have used Emergency. Bivariate analysis in this study used t test and anova.

Results and Discussion: The results showed the waiting time for patients entering triage, until the doctor's examination stage was in accordance with the minimum service standard guidelines of <5 minutes. The average examination time and total waiting time in the emergency room ranges from 1-2 hours (> 60 minutes). the univariate analysis obtained results in the form of a significant effect between the total waiting time and the severity of the patient ($p = 0.00$) and the reason for leaving the emergency room ($p = 0.00$).

Conclusion: Factors of the severity of the patient's condition and reasons for leaving the emergency room have a significant effect on the waiting time of the emergency room. Age, sex, and level of education did not have a significant effect on response time and total waiting time at the emergency department.

Keywords: Waiting Time, Emergency Installation, Quality service