

Optimalisasi *Case Manager* Dalam Meningkatkan Kepuasan Pasien  
Dan Menurunkan Biaya Perawatan Pasien Stroke  
Di Rumah Sakit X Kebumen

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INTISARI

**Latar Belakang:** Kompleksitas pelayanan pasien di unit rawat inap rumah sakit membutuhkan koordinasi inter dan intra profesional pemberi asuhan (PPA), koordinasi inter unit serta pemanfaatan utilitas rumah sakit secara optimal dalam kerangka *patient center care*. Koordinasi penting agar perawatan pasien berjalan secara efektif dan efisien. Perawatan pasien yang efektif dapat mencegah terjadinya pembengkakan biaya perawatan. Sistem pembayaran model paket INA-CBGs, telah membuat rumah sakit menyesuaikan diri memberikan pelayanan secara efektif dan efisien agar bisa menghindari dari kenaikan biaya operasional, biaya pegawai, proses yang tidak efisien, *length of stay* memanjang maupun prosedur yang tidak perlu

**Tujuan :** Untuk mengetahui dampak optimalisasi *case manager* terhadap tingkat kepuasan dan biaya perawatan pasien stroke rawat inap.

**Metode:** Penelitian ini merupakan penelitian kuantitatif dengan metode *quasi eksperimen untreated control group design with pretest and posttest*, analisis data menggunakan *independent sample t-test* untuk kepuasan pasien dan *mann whitney* untuk biaya perawatan pasien.

**Hasil :** Dari hasil pengukuran *independent samples test* diketahui nilai sig. (2-tailed) sebesar  $0,023 < 0,05$  dan uji *mann whitney* nilai Asym. Sig (2-tailed) sebesar  $0,469 > 0,05$ .

**Kesimpulan:** Terdapat pengaruh yang signifikan terhadap kepuasan pasien dan untuk biaya perawatan pasien didapatkan pengaruh tidak signifikan setelah optimalisasi *case manager*.

**Kata Kunci:** *case manager*, kepuasan, biaya perawatan, stroke

**OPTIMIZE THE CASE MANAGERS IN INCREASING PATIENT SATISFACTION  
AND LOWERING THE STROKE CARE COST PATIENT  
AT X KEBUMEN HOSPITAL**

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Abstract

The complexity of patient care services in hospital inpatient units requires professional inter and intra coordination, inter unit coordination and hospital utility utilization optimally inside the framework of *patient center care*. Coordination is essential for the patient's treatment to operate effectively, efficiently. Effective patient treatment can prevent swelling of treatment costs. With the INACBGs package payment system, it is almost impossible for a hospital to provide effective and efficient services to avoid rising operating costs, staff costs, inefficient processes, the LOS lengthwise, and unnecessary procedures. This role should be facilitated by the case manager. This research aims to find out the impact of optimizing the case manager on satisfaction and reducing the cost of stroke patients. Methods: the study is used Quasi eksperimen untreated control group design with pretest and posttest, which involves 24 respondents (controls) and 20 respondents (interacts) in inpatient strokes by optimizing the case manager's function. Data is collected using the patient's satisfaction questionnaires and billing sistem. The study was conducted at dr. Soedirman Kebumen Hospital in October - November 2019. Data analysis uses the independent sample t-test to patient satisfaction and mann withney to cost care the patient. Results: From independent samples test on the equal variances assumed known sig value (2-tailed).  $0.023 < 0.05$  and mann withtney's test in the Asym section. Sig (2-tailed) equals  $0.494 > 0.05$ . Conclusion: There is a significant impact on the patient's satisfaction, but the cost of the patient care is obtained insignificant effects after optimizing the case manager.

Keyword: Case Manager, Satisfaction, Care Fee, Stroke