

## Anlisis pengelolaan pelayanan di bagian gawat darurat rumah sakit RK Charitas Palembang tahun 2008 = Analysis on service management at the emergency department of RK Charitas Hospital of Palembang, 2008

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### Abstrak

Bagian Gawat Darurat merupakan pintu gerbang dan cermirnya suatu rumah sakit yang memberikan pelayanan cepat, tepat, profesional tanpa mengabaikan keamanan pasien. Dengan kompleksnya permasalahan yang ada maka perlu diadakan penelitian untuk mengetahui gambaran pengelolaan pelayanan serta faktor input dan faktor proses yang mempengaruhi pengelolaan pelayanan di Bagian Gawat Darurat R S RK. Cbaritas Palembang. Penelitian ini merupakan penelitian kualitatif dengan pendekatan pemecahan masalah yang di!akuk.an di BGD RS RK Cbaritas pada bulan Maret sampai April 2008 melalui wawaneara mendalam, observasi langsung, dan telaah dokumen.

Hasil penelitian dengan mempergunakan problem priority matrix untuk memprioritaskan pemecahan masalah berdasarkan besarnya manfaat yang diperoleh dengan usaha yang dibutuhkan maka didapatkan lima permasalahan yang menduduki tiga rangking pertama yaitu lamanya waktu penjemputan pasien rawat inap, kualitas dokter jaga dan perawat BGD yang kurang jumlah perawat BGD kurang, pelaksanaan triase belum baik di BGD RS RK Charitas Palembang.

Disarankan adanya kordinasi antara direktorat medis dan keperawatan untuk mempercepat proses penjemputan pasien rawat inap, memberikan pendidikan dan pelatihan untuk dokter jaga dan perawat BGD, menambah tenaga perawat BGD mempertegas pelaksanaan triase dan membuka poli insidental dekat BGD pada saat poli rawat jalan tutup.

.....The Emergency Department (ED) has already known as the gateway and the reflection of services given by the hospital which is suppose to be fast accurate and qualified without neglecting the pntient's safety. As the problem is more and more complicated regarding to services at the ED, therefore, a study is needed in order to explore how the quality of the service management is, as well as the input and process factors influenced at the ED of RK Charitas Hospital of Palembang. The research is a qualitative study with the Problem Solving Approach as the strategy of the study. The study is carried out at the ED of RK Charitas Hospital from March to April 2008 with an in-depth interview, direct observation and documents assessment (secondary data exploration), as the method of infonnation eollection.

The study is using the Problem Priority Matrix in order to find the problem solving prioritizing base on the magnitude of benefit yielded from effort required. There are five problems in the three first order, namely ; time for picking-up inpatient care at the ED still too long, inadequate quality of doctor and nurse at the ED, in adequate amount of nurses, and inadequancy on triase implementation at the ED of RK Charitas Hospital of Palembang.

It was suggested the existence of coordination between medical directorates and nursing to minimize time of patient?s transfer from ED to inpatient care unit, giving education and training for doctor and nurse at ED, adding nurse worker at ED, assuring triase implementation and opening an incidental unit near ED at the time of outpatient unit is closed.