

# Analisis kinerja pelayanan di instalasi gawat darurat pada penerapan sistem manajemen mutu iso 9001 2008 badan Rumah Sakit Umum Tabanan tahun 2004 = Performance analysis the installation emergency services on application of iso 9001 2008 quality management system Tabanan General Hospital 2014

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## Abstrak

Penerapan Standar Manajemen Mutu ISO 9001:2008 sudah dilaksanakan di BRSU Tabanan sejak tahun 2009 sebagai upaya untuk meningkatkan mutu pelayanan namun masih ada saja keluhan terhadap pelayanan di Badan Rumah Sakit Umum Tabanan. Sampai saat ini belum pernah dilakukan analisis kinerja pelayanan di IGD pada penerapan Standar Manajemen Mutu ISO 9001:2008 BRSU Tabanan.

Penelitian ini dilakukan bertujuan untuk mengetahui dan menganalisis kinerja pelayanan di IGD pada penerapan SMM ISO 9001:2008 di IGD BRSU Tabanan. Dilakukan bulan Agustus-Oktober 2013, dengan metode penelitian kualitatif yang dilengkapi dengan data kuantitatif yang merupakan data sekunder berupa sasaran mutu di IGD sebagai indikator kinerja. Responden untuk kepuasan pelayanan di IGD adalah pasien atau keluarganya yang datang bulan Agustus-Oktober 2013 yang bersedia mengisi kuesioner, sebanyak 150 orang. Staf IGD dan staf di bidang pelayanan yang bekerja minimal 3 tahun sebagai responden penerapan SMM ISO 9001:2008 di IGD berjumlah 71 orang. Wawancara mendalam kepada Direksi sebanyak 3 orang sebagai informan dalam informasi pencapaian kinerja di IGD dan penerapan SMM ISO 9001:2008. Analisis data dengan content analysis.

Hasil penelitian menunjukkan kinerja pelayanan di IGD sudah baik pada 9 sasaran mutu dari 12 sasaran mutu yang ada di IGD. Sasaran mutu yang belum baik adalah keluhan pelanggan, ketidakpuasan pelanggan terhadap pelayanan dokter dan angka kematian pasien di IGD 24 jam. Diperlukan peningkatan anggaran yang bertujuan untuk peningkatan kualitas SDM di IGD seiring dengan peningkatan pendapatan rumah sakit, melengkapi sarana untuk ruang intensif serta sosialisasi kembali penerapan SMM ISO 9001:2008

.....Implementation of ISO 9001:2008 Quality Management Standards have been implemented in BRSU Tabanan since 2009 in an effort to improve the quality of care, but there are still complaints against the ministry in BRSU Tabanan. Until now, this has never been done in the Emergency Room service performance analysis on the application of ISO 9001:2008 Quality Management Standard BRSU Tabanan. This study was conducted aimed to determine and analyze the performance of services in the emergency department on the application of ISO 9001:2008 QMS in Emergency Room BRSU Tabanan. Do months from August to October, 2013, with a qualitative research method that comes with the quantitative data is secondary data quality objectives in the Emergency Room as indicator performance. Respondents service satisfaction in the emergency department for patients or their families were coming month of August to October 2013, which are willing to fill out a questionnaire, as many as 150 people. Emergency Room staff and staff working in the field of service of at least 3 years as respondents in the application of ISO 9001:2008 QMS Emergency Room are 71. In-depth interviews to the Board of Directors as an informant were 3 people in the achievement of performance information in the Emergency Room and the application of ISO 9001:2008 QMS. Data were analyzed using content analysis.

The results show the performance of services in the Emergency Room already well on target mutul 9 of 12 quality objectives in the Emergency Room. Quality objectives is not good customer complaints , customer dissatisfaction with the services of doctors and patient mortality in Emergency Room 24 hours. Required an increase in the budget aimed at improving the quality of human resources in the emergency department with increasing hospital revenue, completing facilities for intensive care and resocialization of the application of ISO 9001:2008 QMS.