

# Management analysis of laboratory critical value reporting at clinical pathology laboratory of sanglah central General Hospital Denpasar = Analisis manajemen pelaporan nilai kritis di laboratorium patologi klinik Rumah sakit Umum Pusat Sanglah Denpasar

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## Abstrak

### [<b>ABSTRAK</b><br>

Pelaporan nilai kritis laboratorium merupakan salah satu indikator mutu yang sangat penting. Kegagalan melaporkan nilai kritis kepada DPJP akan menjadi sebab potensial untuk menimbulkan kejadian yang tidak diharapkan. Di Rumah Sakit Umum Pusat sanglah Denpasar tingkat pelaporan nilai kritis baru mencapai 15,8%. Tujuan dari penelitian ini adalah untuk mendapatkan gambaran pelaporan nilai kritis laboratorium berdasarkan parameter pemeriksaan, jenis pasien (rawat jalan dan rawat inap), area perawatan, sub laboratorium, dan waktu dalam satu hari dan untuk melihat implementasi manajemen dalam pelaporan nilai kritis tersebut. Ada variasi jumlah hasil kritis berdasarkan parameter, jenis pasien, ruang perawatan, sub laboratorium dan waktu dalam sehari. Implementasi manajemen dari pelaporan nilai kritis tidak dilakukan secara utuh.

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Laboratory critical value reporting is one of important quality indicator. Failure to report critical values to care givers will be a potential cause of adverse events. In Sanglah Central General Hospital critical values reporting rate only reached 15.8%. The purpose of this study was to obtain an overview of laboratory critical values reporting based on parameters, patient type, treatment areas, sub-laboratory, time of the day and to see the management implementation of the critical value reporting. There were variations in the number of critical values based on parameters, patient type, treatment areas, sub-laboratory, and time of the day.

Management implementation in the critical values reporting system is not executed comprehensively.

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