

## Analisis karakteristik layanan rehabilitasi psikososial di RS. Dr. H. Marzoeki Mahdi Bogor tahun 2014 = Analysis of psychosocial rehabilitation service characteristic at Dr. H. Marzoeki Mahdi Hospital Bogor in 2014

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### Abstrak

Tesis ini menganalisis karakteristik layanan rehabilitasi psikososial yang ideal untuk diajukan menjadi layanan unggulan. Desain penelitian yang digunakan adalah penelitian kualitatif dengan analisis konten melalui wawancara mendalam, telaah dokumen, dan CDMG (Consensus Decision Making Group). Kerangka konsep menggunakan teori sistem dengan menganalisis karakteristik input yang terdiri dari karakteristik petugas, pasien, biaya, sarana prasarana, metode pelayanan, karakteristik proses yaitu proses pelayanan rehabilitasi psikososial, karakteristik output yaitu indikator layanan rehabilitasi psikososial dan karakteristik feedback yaitu sistem monitoring dan evaluasi. Hasil penelitian didapatkan jumlah dan kualitas petugas belum ideal, jumlah pasien yang mengikuti rehabilitasi belum sesuai kriteria ideal, sarana prasarana masih perlu dilengkapi, proses pelayanan sudah sesuai dengan karakteristik ideal, indikator pelayanan menggunakan GAF dan selama ini belum dilaksanakan, sistem monitoring dan evaluasi masih perlu ditingkatkan kualitasnya.

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This thesis discussed the analysis of psychosocial rehabilitation service characteristic that is considered ideal to be proposed as the top seeded service. The research design is qualitative study with content analysis using in-depth interview, document search and CDMG (Consensus Decision Making Group). The concept framework used the system theory to analyze input characteristics such as the characteristics of officer, patient, cost, facilities and infrastructure, method of services; process characteristic i.e., the process of psychosocial rehabilitation service; and output characteristic, i.e., indicator of psychosocial rehabilitation service and feedback characteristics that comprised of monitoring and evaluation system. Results obtained from this research are as follows: the amount and quality of officer is not ideal, the amount of patients enrolled in rehabilitation has not yet fulfilled the ideal criteria, facilities and infrastructure still in need to be completed, service process is already in accordance to the ideal characteristic, service indicator using GAF is yet to be conducted, and the monitoring and evaluation system still needs to be improved in quality.