

Evaluasi kinerja pencegahan dan pengendalian infeksi dengan metode balanced scorecard di rumah sakit umum pusat fatmawati tahun 2014 =
The performance evaluation on infection prevention and control using balanced scorecard method in fatmawati general hospital year 2014

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Abstrak

[ABSTRAK

Dengan adanya Kebijakan Pemerintah mengenai Program Pencegahan dan Pengendalian Infeksi (PPI) yaitu Keputusan Menteri Kesehatan Nomor 270 Tahun 2007 mengenai Pedoman Manajerial PPI dan Keputusan Menteri Kesehatan Nomor 382 tahun 2007 mengenai Pedoman PPI diharapkan semua rumah sakit dapat mengimplementasikannya dengan penanggungjawab adalah Organisasi PPI yaitu Komite PPI. Rumah Sakit Umum Pusat (RSUP) Fatmawati telah melaksanakan Program PPI sejak tahun 1989 dan pada tahun 2013 mendapatkan akreditasi baik versi Nasional maupun internasional namun angka Healthcare Associated Infections (HAIs) masih tinggi. Hal ini tentunya menjadi perhatian bagi RSUP Fatmawati untuk terus meningkatkan kinerja agar mutu pelayanan meningkat. Untuk memperoleh kinerja yang baik dalam program PPI diperlukan sistem keuangan, sumber daya dan pelaksanaan program kerja yang baik sehingga pasien dan petugas merasa aman karena terhindar dari kejadian infeksi. Pendekatan yang dapat digunakan untuk evaluasi kinerja keempat aspek tersebut adalah dengan Balanced Scorecard. Penelitian ini merupakan penelitian deskriptif analitik dengan pendekatan kuantitatif dan kualitatif (mixed method).

Hasil penelitian menunjukkan bahwa kebijakan PPI yang ada belum mengatur semua aspek PPI sehingga menimbulkan ketidakpahaman rumah sakit sebagai pelaksanaan program seperti Infection Control Risk Assesment dan Program Pengendalian Resistensi Antimikroba. Dalam struktur organisasi PPI RSUP Fatmawati juga belum sesuai dengan Pedoman Manajerial PPI. Untuk kinerja perspektif pelanggan sudah cukup baik dengan tingkat kesetujuan sebesar 74,6% namun masih memerlukan perbaikan pada kondisi fisik bangunan yang tidak sesuai standar. Kinerja perspektif proses internal sudah cukup baik dengan tingkat kesetujuan 80,74% namun beberapa upaya pencegahan HAIs belum dilaksanakan optimal. Kinerja perspektif pertumbuhan dan pembelajaran sudah cukup baik dengan tingkat kesetujuan 75,34% namun perlu meningkatkan kompetensi 4 perawat PPI serta perlu pelatihan PPI untuk semua petugas kesehatan.. Kinerja perspektif finansial juga cukup baik dengan tingkat kesetujuan 72,56% namun perlu mendapatkan perhatian mengenai penambahan anggaran untuk pelatihan PPI dan penyesuaian insentif perawat PPI dengan kinerja.

Saran yang dapat dilaksanakan yaitu revisi kebijakan PPI, restrukturisasi Komite PPI, melakukan kajian resiko pengendalian infeksi, pertemuan rutin untuk membahas pencegahan dan pengendalian infeksi khususnya penurunan angka HAIs, pelatihan untuk perawat PPI yang baru serta pelatihan untuk semua petugas kesehatan dan perlu disusun kebijakan mengenai jenjang karir dan jabatan perawat PPI.

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ABSTRACT

Government Policy on Infection Prevention and Control (IPC) Program which are the Minister of Health Decree No. 270/2008 about Guidelines for IPC Managerial and the Minister of Health Decree No. 382/2007 about Guidelines of Infection Prevention and Control states that all hospitals should implement the IPC Program with the charge is the IPC Organization named IPC Committee. Fatmawati General Hospital has conducted IPC Program since 1989 and accredited in 2013 for both versions National and International but the numbers of Healthcare Associated Infections (HAIs) is still high. And this is certainly a concern for Fatmawati General Hospital in order to continuously improve the services quality. To obtain good performance in IPC program required the financial system, resources and programs implementation that work well so patient and attendant satisfied not being infected. The approach can be used to improve the performance of the four aspects is the Balanced Scorecard. This research is a descriptive analytical quantitative and qualitative approach (mixed method).

The results showed that the IPC policy is not set all the aspects of IPC, such as the implementation of Infection Control Risk Assessment and Antimicrobial Resistance Control. The organization of the IPC in Fatmawati General Hospital has not fulfilled the criteria on IPC Managerial Guideline. For the performance of the customer perspective is quite good with the level of agreement of 74.6% but still need improvement in the physical condition of the building. The performance of internal process perspective is good with 80.74% level of agreement but some HAIs preventive measures have not been implemented optimally. The performance of Learning and Growth perspective is good enough with 75.34% level of agreement but need to improve the competence of 4 IPC nurses with training and also for all hospital workers. And performance of financial perspective is also quite good with 72.56% level of agreement but need in concern about budget for IPC trainings and the incentives of IPC nurses calculated with their performance.

Suggestions that can be implemented are revision of IPC policy, restructuring IPC committee, implement infection control risk assessment,

conduct regular meetings to discuss the infection prevention and control in particular for reduction of HAIs rates, IPC training for new IPC nurses and other hospital workers and develop the policy for the career and their position.;Government Policy on Infection Prevention and Control (IPC) Program

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