

# Tingkat kepuasan pasien pascabedah elektif terhadap acute pain service (aps) di rsupn cipto mangunkusumo: pengaruh penambahan leaflet saat pemberian informasi pra-anestesia = Patient satisfaction levels of postoperative elective surgery to acute pain service (aps) in cipto mangunkusumo : hospital effect of additional information leaflet during preanesthetic

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## Abstrak

[Latar Belakang: Pelayanan Acute Pain Service (APS) di RSUPN Cipto

Mangunkusumo berkembang pesat sejak tahun 2003 yang melayani sekitar 44 pasien, meningkat menjadi 590 pasien pada tahun 2006, dan meningkat lagi tahun 2010 menjadi 1185 pasien. Perkembangan pesat pelayanan APS harus diikuti dengan peningkatan mutu pelayanan yang dapat diukur dengan menilai tingkat kepuasan pasien pelayanan APS. Tingkat kepuasan APS dipengaruhi beberapa faktor antara lain:

ketersediaan informasi saat pra-anestesia, tata laksana efek

samping, cara pemberian anestesia dan interaksi antara professional kesehatan dan pasien. Pemberian

informasi pra-anestesia dapat menggunakan leaflet. RSUPN Cipto Mangunkusumo memiliki leaflet APS

dengan tujuan meningkatkan pemahaman pasien APS. Pemahaman ini dapat memengaruhi kepuasan pasien APS. Penelitian ini bertujuan untuk mengetahui pengaruh penambahan leaflet saat pemberian informasi pra-anestesia pada pasien pascabedah elektif yang

mendapatkan pelayanan APS di RSUPN Cipto Mangunkusumo.

Metode: Penelitian ini merupakan uji klinis acak pada pasien pascabedah elektif berusia 18-65 tahun yang mendapatkan pelayanan APS di RSUPN Cipto Mangunkusumo pada Agustus-September 2014. Subjek dibagi menjadi kelompok kontrol yang diberikan informasi pra-anestesia saja dan kelompok intervensi yang diberikan informasi pra-anestesia ditambahkan leaflet APS secara randomisasi. Pemberian leaflet pada kelompok intervensi dilakukan satu hari saat kunjungan

pra-anestesia pasien. Tiap-tiap kelompok dinilai dengan menggunakan sepuluh pertanyaan kuesioner yang dikembangkan sendiri oleh peneliti. Tingkat kepuasan dinilai setelah 24 jam pascabedah di ruang rawat.

Hasil: Sebanyak 52 subjek diikutsertakan dalam penelitian, 26 subjek di

kelompok kontrol dan 26 subjek di kelompok intervensi leaflet. Tidak didapatkan perbedaan bermakna pada distribusi kedua kelompok penelitian. Didapatkan skor kepuasan pada kedua kelompok yang tidak bermakna secara signifikan, terhadap

sepuluh pertanyaan kuesioner kepuasan APS ( $p > 0,05$ , uji Fisher). Pada

kelompok kontrol didapatkan proporsi kepuasan sebesar 77 – 96,2 % dan kelompok leaflet sebesar 88,4 – 96,1 % merasa puas terhadap pelayanan APS.

Simpulan: Penambahan leaflet pada saat pemberian informasi pra-anestesia tidak

memengaruhi tingkat kepuasan pasien pascabedah elektif terhadap pelayanan APS di RSUPN Cipto

Mangunkusumo.

, Background : Acute Pain Service (APS) in Cipto Mangunkusumo growing rapidly since 2003, which serves about 44 patients, increased to 590 patients in 2006, and 1185 patients in 2010. The rapid development of APS service should be followed in quality controlled of service. It could be measured by assessing patient satisfaction level. APS satisfaction level is influenced by several factors. including: the availability of information during preanesthetic, administration of side effects, technique of anesthesia and the interaction between health professionals and patients. Provision of preanesthetic information with leaflet could be added to the patient. Cipto Mangunkusumo hospital provides APS leaflets for improving understanding in APS patients. This understanding may influence patient satisfaction to APS. The Aim of this study is to determine the effect of providing information leaflets during preanesthetic in postoperative elective surgery patients who received APS care at Cipto Mangunkusumo hospital.

Methods : This study is a randomized clinical trial in patients 18-65 years old with postoperative elective surgery patients in Cipto Mangunkusumo hospital who received APS service in August- September 2014. The subjects were randomly divided into two groups: subjects in control group were given a preanesthetic information only and subjects in intervention group were provided with information preanesthetic and APS leaflets as addition. Provision of leaflets in the intervention group performed one day before preanesthetic visit. Each group was assessed using the ten questions questionnaire developed by the researcher. The level of satisfaction was assessed after 24 hours postoperative in the ward.

Results : A total of 52 subjects were included in the study, 26 subjects in the control group and 26 subjects in the intervention leaflets group. There were no significant differences in the data distribution of both study groups. Satisfaction scores in the two groups were not statistically significant, to the ten questions questionnaire APS satisfaction (  $p > 0.05$ , Fisher's exact test ). In the control group obtained proportion of satisfaction from 77 - 96.2 % and leaflets group from 88.4 - 96.1 % were satisfied with the APS service.

Conclusion : Additional information leaflet during preanesthetic did not influence patient satisfaction level in postoperative elective surgery against APS service in Cipto Mangunkusumo hospital.]