

Analisa mutu pelayanan unit hemodialisa ditinjau dari kriteria baldrige rumah sakit anna medika bekasi tahun 2015 = Haemodialysis unit analysis service quality in terms of the baldrige criteria anna medika hospital bekasi 2015

Deasy Febriyanty, author

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Abstrak

[ABSTRAK

Tesis ini membahas tentang analisa mutu pelayanan unit hemodialisa ditinjau dari Kriteria Baldrige di Rumah Sakit Anna Medika Bekasi Tahun 2015. Hal ini didasari karena saat ini unit hemodialisa menjadi rumah sakit dengan tindakan hemodialisa terbesar ke dua di Jawa Barat, sehingga perlu diketahui kekuatan dan kelemahan dalam pelayanan unit hemodialisa. Hal lain karena belum dilakukan kajian terhadap mutu pelayanan, maka dilakukan analisa dengan menggunakan kriteria Baldrige. Kriteria Baldrige digunakan karena fleksibel, tidak mengukur satu aspek saja, namun terhadap faktor organisasi, operasional dan hasil pelayanan.

Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan deskriptif. Pengumpulan data dengan wawancara mendalam, observasi dan telaah dokumen. Pengolahan dan analisa data menggunakan petunjuk/panduan penilaian kriteria Baldrige. Hasil penelitian menemukan bahwa mutu pelayanan unit hemodialisa telah mencapai poin 527,75 dari total skor dalam kriteria Baldrige yakni 1000 poin. Dalam penilaian ini, unit hemodialisa menuju tahap pengembangan dan perbaikan. Aspek yang terkuat dalam pelayanan unit hemodialisa terletak pada kepuasan pelanggan (pasien), operasional dan berorientasi terhadap pelayanan, namun terdapat aspek yang perlu perbaikan yakni dalam hal strategi, monitoring dan evaluasi serta kepemimpinan. Saran penelitian ini agar unit memperhatikan, membuat program kerja, pedoman pelayanan/standar operasional prosedur, sistem keamanan dan keselamatan pasien dan karyawan guna mencapai pelayanan yang bermutu tinggi.

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ABSTRACT

This thesis discusses the analysis of service quality hemodialysis unit in terms of the Baldrige Criteria Anna Medika Hospital in Bekasi year since 2015. This is based on current hemodialysis unit into a hospital with action hemodialysis second largest in West Java, so keep in mind the strengths and weaknesses in service hemodialysis unit. The other thing because it has not done a study of quality of service, then the analysis using the Baldrige criteria. Baldrige criteria is used because it is flexible, does not measure one aspect only, but to factor organizational, operational and service delivery.

The research is a qualitative study with a descriptive approach. Collecting data with in-depth interviews, observation and document analysis. Data processing and analysis using manual / guide assessment Baldrige criteria. The study found that service quality hemodialysis unit has reached a total score of 527.75 points in the Baldrige criteria for 1000 points. In this assessment, hemodialysis unit towards the stages of development and improvement. Aspects of the strongest in the service of hemodialysis unit located on customer satisfaction (patient), operational and oriented towards services, but there are aspects that need improvement in terms of strategy, monitoring and evaluation, and leadership. This research suggestion that the unit pay attention, make the program work, ministry guidelines / standard operating procedures, systems security and safety of patients and employees in order to achieve high quality services, This thesis discusses the analysis of service quality hemodialysis unit in terms of the Baldrige Criteria Anna Medika Hospital in Bekasi year since 2015. This is based on current hemodialysis unit into a hospital with action hemodialysis second largest in West Java, so keep in mind the strengths and weaknesses in service hemodialysis unit. The other thing because it has not done a study of quality of service, then the analysis using the Baldrige criteria. Baldrige criteria is used because it is flexible, does not measure one aspect only, but to factor organizational, operational and service delivery.

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