

Analisis pelaksanaan standar pelayanan minimal rumah sakit di instalasi gawat darurat RS Sentra Medika Cibinong Maret-Juni 2014 = analysis implementation of minimum services standard in emergency department of Sentra Medika Cibinong Hospital March-June 2014

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Abstrak

[Rumah sakit sebagai sarana pelayanan kesehatan yang terpadu harus mempunyai semua ukuran yang dapat menjamin peningkatan mutu. Instalasi Gawat Darurat (IGD) merupakan gerbang awal rumah sakit yang perlu dilakukan penilaian mutu pelayanan kesehatan sehingga dapat mengurangi terjadinya komplain dan meningkatkan derajat kesehatan pasien. Tujuan dari penelitian ini adalah untuk memperoleh gambaran pelaksanaan Standar Pelayanan Minimal (SPM) RS di IGD RS Sentra Medika Cibinong. Jenis penelitian yang digunakan bersifat kuantitatif dan kualitatif (mix method research) untuk memperoleh pemahaman yang baik. Hasil penelitian menyarankan agar pihak manajemen perlu membuat atau melengkapi kebijakan/ SPO terutama untuk hal yang berkaitan dengan pelayanan di IGD, termasuk dalam pengelolaan SDM untuk mengantisipasi jam pelayanan sibuk, membuat rencana diklat/ pelatihan, melengkapi sarana dan prasarana, serta membentuk tim penanggulangan bencana di IGD.;Hospital as an integrated health care facilities must have all the sizes that can guarantee its quality improvement. Emergency department as a starting gate hospitals need to do quality assessment of health services to reduce the occurrence of complaints and improve the health's degree of the patients. The purpose of this research is to obtain the implementation of minimum services standard of the Sentra Medika Cibinong Hospital. Empirically types used are quantitative and qualitative study (mixed method research) to obtain a good understanding. Results of this research suggest to management needs to make the policy/ Standard Operating Procedures, especially for matters relating to the emergency services, included in the management of human resources in anticipation of the busy hour of service, create a training plan, completing the infrastructure, and build a disaster response team, Hospital as an integrated health care facilities must have all the sizes that can guarantee its quality improvement. Emergency department as a starting gate hospitals need to do quality assessment of health services to reduce the occurrence of complaints and improve the health's degree of the patients. The purpose of this research is to obtain the implementation of minimum services standard of the Sentra Medika Cibinong Hospital. Empirically types used are quantitative and qualitative study (mixed method research) to obtain a good

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