

# Analisis Mutu Pelayanan Keperawatan menurut Akreditasi Rumah Sakit Versi 2012 ditinjau dari Kriteria Malcolm Baldrige di RSUD Pasar Minggu Jakarta Selatan Tahun 2017 = Quality Analysis of Nursing Services According to Hospital Accreditation Version 2012 Reviewed from Malcolm Baldrige Criteria at RSUD Pasar Minggu South Jakarta on 2017

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## Abstrak

Pelayanan keperawatan sebagai bagian integral dari pelayanan kesehatan di rumah sakit dituntut memberikan pelayanan yang bermutu sesuai standar. Salah satu standar yang digunakan dalam penilaian pelayanan keperawatan di Indonesia adalah Akreditasi Rumah Sakit Versi 2012 yang menilai pelayanan keperawatan dalam 8 delapan bab standar. Terdapat beberapa model pengukuran mutu yang terbukti efektif dalam manajemen mutu, salah satunya adalah Kriteria Malcolm Baldrige.

Penelitian ini bertujuan menilai mutu pelayanan keperawatan RSUD Pasar Minggu menurut Akreditasi Rumah Sakit Versi 2012 ditinjau dari Kriteria Malcolm Baldrige sebagai persiapan akreditasi dan peningkatan mutu berkelanjutan. Penelitian ini merupakan penelitian deskriptif analitik dengan pendekatan kualitatif, melalui wawancara mendalam informan kunci, telaah dokumen, observasi, dan diskusi kelompok terarah.

Hasil penelitian didapatkan bahwa pelaksanaan pelayanan keperawatan menurut Akreditasi Rumah Sakit Versi 2012 khususnya Bab Hak Pasien dan Keluarga, Bab Pendidikan Pasien dan Keluarga, serta Bab Pencegahan dan Pengendalian Infeksi telah melewati syarat minimal 80 target pencapaian. Posisi skor mutu Bidang Pelayanan Keperawatan RSUD Pasar Minggu menurut Akreditasi RS Versi 2012 ditinjau dari Kriteria Malcolm Baldrige berada pada skor 555,75, dalam jenjang predikat "Good Performance" dengan tingkat mutu "Average". Bidang Pelayanan Keperawatan RSUD Pasar Minggu dapat mengembangkan kesempatan untuk perbaikan pada kriteria kepemimpinan senior, dan pengembangan strategi.

.....The nursing services as an integral part of health services in hospitals are required to provide quality services according to standards. One of the standards used in the assessment of nursing services in Indonesia is Hospital Accreditation Version 2012 which assesses nursing service in 8 eight standard chapters There are several quality measurement models proven effective in quality management, one of which is the Malcolm Baldrige Criteria.

This research aims to assess the quality of nursing services at RSUD Pasar Minggu according to Hospital Accreditation Version 2012 reviewed from Malcolm Baldrige Criteria as preparation for accreditation and continuous quality improvement. This research is descriptive analytic research with qualitative approach, through indepth interview of key informants, document review, observation, and focus group discussion. The results found that the implementation of nursing service standards according to the Hospital Accreditation Version 2012, especially the Patient and Family Chapter, the Patient and Family Education Chapter, and the Infection Prevention and Control Chapter have passed the minimum requirement of 80 achievement targets. Position Quality Score of Nursing Services Division at RSUD Pasar Minggu according to Hospital Accreditation Version 2012 reviewed from Malcolm Baldrige Criteria is on score 555,75, which

is in "Good Performance" predicate, indicating "Average" quality level. The Nursing Services Division at RSUD Pasar Minggu can develop opportunities for improvement on senior leadership and strategy development criterias.