

Kepuasan pasien peserta jaminan kesehatan nasional jkn terhadap layanan kesehatan: studi deskriptif di poli lansia puskesmas Sukmajaya Kota Depok = Patient satisfaction of national health insurance JKN participants to health services descriptive study in elderly clinic at the puskesmas community health center Sukmajaya Depok City

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Abstrak

Pengintegrasian Jamkesda dan Askes kedalam JKN telah menimbulkan berbagai perubahan di tingkat pemegang kebijakan maupun provider pelaksana pelayanan kesehatan. Peningkatan jumlah kunjungan pasien di Puskesmas memberi dampak layanan menjadi kurang optimal. Untuk mengetahui kepuasan pasien JKN di Poli Lansia digunakan metode kualitatif dengan teori 8 dimensi Quality Assurance QA Lori DiPrete Brown. Hasil menunjukkan dari 8 dimensi QA; 4 dimensi QA pasien sudah cukup puas, perlu evaluasi perbaikan layanan dengan penambahan SDM, pengaturan antrian, ruang tunggu, kebersihan, pelayanan yang ramah, kenyamanan, pemeriksaan dengan privasi sehingga martabat pasien lansia sebagai manusia tetap terjaga, sehingga tercapai harapan pasien akan layanan yang memuaskan.

..... The integration of local health insurance into JKN has led to various changes. There has been an increase number of patient visit, giving impact of service less optimum. This study using qualitative method with Brown s theory on 8 dimensions of Quality Assurance. The results showed 4 of 8 dimensions overall patients were quite satisfied. It is necessary to evaluate and improve services with addition of human resources, queuing arrangements, cleanliness, adequate waiting room, friendly service, privacy in examination, so the dignity of elderly patient as a human being is maintained, finally the patient's expectation of satisfactory service can be achieved.</i>