

Analisis implementasi kebijakan pelayanan instalasi bedah sentral, terkait pembatalan operasi elektif di IBS RSUP Persahabatan. =
Analysis policy of implementation central surgical installation services ibs related to cancellation of elective surgery in IBS Persahabatan Hospital

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Abstrak

ABSTRAK

Analisis Implementasi Kebijakan Pelayanan Instalasi Bedah Sentral, Terkait Pembatalan Operasi Elektif di IBS RSUP Persahabatan. Penelitian ini menganalisa pelaksanaan kebijakan pelayanan, yang menjadi faktor penyebab pembatalan operasi elektif di IBS RSUP Persahabatan. Angka pembatalan operasi elektif merupakan parameter kualitas pelayanan bedah suaturumah sakit. Yang dimaksud pembatalan operasi elektif adalah operasi terencana, namun tidak dilaksanakan pada hari yang telah dijadwalkan. Pembatalan operasi elektif di IBS RSUP Persahabatan masih di atas angka standar IBS, yang seharusnya angka pembatalan operasi IBS sama atau kurang dari 5. Penelitian ini merupakan studi deskriptif analisis dengan metode kualitatif. Wawancara mendalam kepada dua belas informan dengan latar belakang jabatan, profesi, pendidikan, masa kerja dan usia yang berbeda di lingkungan RSP Persahabatan yang terkait dengan pelayanan IBS, dilaksanakan pada bulan April-Mei 2017. Hasil penelitian menyatakan bahwa faktor penyebab pembatalan operasi karena sosialisasi kebijakan yang tidak adekuat, masih ada bahasa kebijakan yang rancu. kapasitas ICU yang tidak memadai, Jumlah perawat IBS kurang, ada dokter bedah yang kurang komitmen. Sehingga IBS RSUP Persahabatan perlu terus memperbaharui revisi SOP dan kebijakan agar sesuai kebutuhan terkini, perlu memiliki sistem informasi online berbasis komputer yang terkait pelayanan bedah. kata kunci: Kebijakan, Pelayanan IBS, Pembatalan Operasi.

ABSTRACT

Analysis Policy Of Implementation Central Surgical Installation Services IBS , Related To Cancellation Of Elective Surgery In IBS Persahabatan Hospital. This study, analyzes the implementation of the Service Policy, which is the factor causing the cancellation of elective surgery in IBS RSUP Persahabatan. The number of cancellations elective surgery is a parameter of the quality of surgical services of a hospital. The termination of elective Surgery is a planned operation, but not on a scheduled day. The cancellation of elective surgery at IBS Persahabatan Hospital is still above the IBS standard number, which should be the number of cancellation of IBS surgery equal to or less than 5. This research is a descriptive analysis study with qualitative method. In depth interviews with twelve informants with different backgrounds of occupations, professions, education, years of service and age in the Persahabatan hospital to IBS services were conducted in April May 2017. The results suggest that factors causing cancellation of operations due to socialization of policies inadequate, there is still an ambiguous policy language. Inadequate ICU capacity, Number of IBS nurses is lacking, there are less committed surgeons. So IBS Persahabatan RSUP needs to keep updating revision SOP and policy according to the current condition, need to have computer based online information system that connects between rooms related to surgical service. Keywords

Policy, IBS Services, Surgery Cancellation