

Hubungan penerapan keselamatan pasien dengan kepuasan pasien di Rumah Sakit = Relationship of patient safety implementation with patient satisfaction in hospital

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Abstrak

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Kepuasan Pasien terhadap Penerapan Keselamatan Pasien di Rumah Sakit Abstrak Tingkat kepuasan pasien terhadap pelayanan keperawatan di Indonesia mayoritas masih kurang puas. Penyebab ketidakpuasan pasien di antaranya faktor kesalahan identifikasi, komunikasi, pemberian obat, dan risiko jatuh. Penelitian bertujuan mengidentifikasi hubungan penerapan keselamatan pasien dengan kepuasan pasien di Rumah Sakit X. Desain penelitian menggunakan pendekatan cross sectional dengan menyebarkan kuesioner kepada 143 pasien, pengambilan sampel menggunakan cluster random sampling. Data dianalisis menggunakan independent t-test dan uji chi-square. Hasil penelitian didapatkan ada hubungan penerapan keselamatan pasien dengan kepuasan pasien $p= 0,001$, $OR=1,216$. Karakteristik pasien berupa umur, jenis kelamin, pendidikan, pekerjaan, dan kelas rawat tidak berhubungan dengan kepuasan pasien $p= 0,331$; $0,818$; $0,949$, $1,000$; dan $0,382$. Hasil penelitian juga didapatkan bahwa penerapan aspek keselamatan pasien berupa reassessment pasien risiko jatuh dan dimensi kehandalan memberi petunjuk ketika melakukan tindakan keperawatan masih belum optimal sehingga menjadi saran untuk ditingkatkan agar kepuasan pasien di rumah sakit X semakin meningkat.

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ABSTRACT

Patient Satisfaction Against Application of Patient Safety at Hospital Abstract The level of patient satisfaction on nursing service in Indonesia majority still less satisfied. The causes of patient dissatisfaction include the factors of misidentification, communication, drug delivery, and risk of falls. The study aimed to identify the relationship of patient safety implementation with patient satisfaction in Hospital X. The research design used cross sectional approach by distributing questionnaires to 143 patients, sampling using cluster random sampling. Data were analyzed using independent t test and chi square test. The result of the research shows that there is relationship of patient safety implementation with patient satisfaction $p 0.001$, $OR 1.216$. Patient characteristics of age, sex, education, occupation, and nursing class were not related to patient satisfaction $p 0.331$, 0.818 , 0.949 , 1.000 and 0.382 . The result of the research also found that the application of patient safety aspect in the form of reassessment of patient risk and fall dimension of reliability giving guidance when doing nursing action still not optimal so become suggestion to be improved so patient satisfaction in hospital X increasing