

## Kepatuhan dokter spesialis terhadap implementasi clinical pathway pada lima area prioritas di RSUP Sanglah = Specialist doctors compliancy in the implementation of the clinical pathway in five priority areas at Sanglah Hospital

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### Abstrak

Kepatuhan Dokter Spesialis Terhadap Implementasi Clinical pathway Pada Lima Area Prioritas di RSUP Sanglah Pembimbing: Prastuti Soewondo, SE, MPH, PhD Tesis ini membahas implementasi clinical pathway pada lima area prioritas yang telah ditetapkan oleh RSUP Sanglah. Rumah sakit ditantang untuk terus meningkatkan pelayanan dengan penekanan pada kendali mutu dan kendali biaya agar dapat tetap menjaga keberlangsungan pelayanan sebagai industri kesehatan di wilayahnya. Dengan perbaikan mutu layanan dan efisiensi, rumah sakit dapat memberi pelayanan terbaik untuk masyarakat sekaligus meningkatkan pendapatan rumah sakit, terutama dalam pelaksanaan skema Sistem Jaminan Sosial Nasional. Penelitian ini menggunakan rancangan potong lintang dengan pendekatan mixed method kuantitatif dan kualitatif. Data dikumpulkan secara concurrent embedded.

Hasil penelitian mengungkap adanya kepatuhan dokter spesialis dalam implementasi clinical pathway pada lima area prioritas di RSUP Sanglah yang dipengaruhi oleh faktor komunikasi, sumber daya, disposisi dan SOP. Faktor-faktor tersebut mampu membuat para dokter spesialis merasa memiliki dan menjadi bagian dari kebijakan tersebut. Perlu dilakukan monitoring dan evaluasi serta sosialisasi yang berkelanjutan guna mempertahankan dan memperbaiki hasil terbaik yang telah dicapai.

*Specialist Doctors rsquo Compliancy in the Implementation of the Clinical Pathway in Five Priority Areas at Sanglah Hospital* Advisor Prastuti Soewondo, SE, MPH, PhD This thesis discusses the implementation of the clinical pathway in five priority areas established by Sanglah General Hospital. Hospitals are challenged to continue improving its services while emphasizing quality and cost control in order to ensure the continuity of the health industry in the region. Improvement in service quality and efficiency will assist hospitals in providing the most effective health services for the community while increasing hospital rsquo s income, especially essential in the era of the national social security system. This research used a cross sectional design with mixed method approach quantitative and qualitative. Data were collected with the concurrent embedded method.

The results suggest the compliance of specialist doctor in the implementation of clinical pathway of five priority areas in Sanglah General Hospital were influenced by factors of communication, resources, disposition and SOP. These factors provided the specialists with a sense of belonging and ownership of the policy. Continuous monitoring and evaluation, as well as ongoing socialization needs to be continued and expanded to maintain and improve the satisfactory results that have been achieved.