

Analisis penerapan peningkatan mutu dan keselamatan pasien terhadap kepuasan pelanggan di Puskesmas Kecamatan Setiabudi Tahun 2019 = Analysis implementation of quality improvement and patient safety to the customer satisfaction in Health Service Unit Setiabudi Sub-district Health Center 2019

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Abstrak

Latar Belakang: Meningkatnya angka keluhan pelanggan dan terjadinya insiden di fasilitas pelayanan kesehatan akan menimbulkan dampak yang merugikan baik untuk pelanggan maupun petugas. Penerapan keselamatan pasien harus berjalan beriringan dengan mutu pelayanan guna meningkatkan kepuasan pelanggan. Oleh karena itu, Tim Peningkatan Mutu dan Keselamatan Pasien (PMKP) Puskesmas Kecamatan Setiabudi perlu memastikan bahwa penerapan Peningkatan Mutu dan Keselamatan Pasien telah dilaksanakan dengan optimal sesuai dengan Peraturan Menteri Kesehatan No. 11 Tahun 2017 tentang Keselamatan Pasien.

Metode: Desain penelitian ini adalah cross sectional dengan pendekatan semi kuantitatif dan kualitatif observasional. Besar sampel untuk data kuesioner sebanyak 126 orang yang diambil secara acak pada pasien di unit layanan kesehatan Puskesmas Kecamatan Setiabudi dan 6 petugas untuk data in depth interview.

Hasil: Tim PMKP Puskesmas Kecamatan Setiabudi sudah dibentuk pada tahun 2017 untuk menerapkan standar keselamatan pasien dan untuk akreditasi puskesmas. Berdasarkan kuesioner, pada konsep kualitas pelayanan yang mendapatkan skor terendah yaitu tangible 84,9%, hasil berbeda didapatkan berdasarkan observasi keluhan pelanggan terbanyak berasal dari responsiveness. Pada dimensi kualitas pelayanan, skor terendah berdasarkan kuesioner dan observasi mengindikasikan hasil yang sama yaitu prosedur administrasi 84,9%. Sedangkan rata - rata pencapaian 6 sasaran keselamatan pasien Januari - Juni 2019 sebagai berikut: ketepatan identifikasi pasien di laboratorium sebanyak 95,45%, peningkatan komunikasi efektif di UGD / layanan 24 jam sebanyak 90,50%, pencapaian 100% terjadi pada peningkatan keamanan obat yang harus diwaspadai, kepastian tepat prosedur, tepat lokasi, dan tepat pasien pada kesehatan gigi dan mulut, pengurangan risiko infeksi pelayanan kesehatan, dan pengurangan risiko pasien jatuh. Penilaian ini serupa dengan yang disampaikan oleh informan dalam hasil in depth interview.

Simpulan: Penerapan sasaran keselamatan pasien saat ini sudah cukup optimal dan mengalami peningkatan dari tahun sebelumnya. Namun dari segi kualitas pelayanan masih terdapat beberapa hal yang perlu diperbaiki yaitu ketanggapan, bukti fisik, dan prosedur administrasi. Pemberian pelayanan prima kepada pelanggan akan memenuhi harapan pelanggan sehingga tercapainya kepuasan pelanggan.

<hr><i>Background: The increasing number of customer complaints and the occurrence of incidents in health care facilities will have an adverse impact on both customers and officers. The implementation of patient safety must go hand in hand with service quality to increase customer satisfaction. Therefore, the Quality Improvement and Patient Safety Team of the Setiabudi Sub-district Health Center needs to ensure that the implementation of Quality Improvement and Patient Safety has been carried out optimally in accordance with Regulation of the Minister of Health No. 11 of 2017 concerning Patient Safety.

Method: The design of this study is cross sectional with a semi-quantitative approach and qualitative

observational. The sample size for the questionnaire data was 126 people obtained randomly from patients at the Setiabudi Sub-district Health Center health service unit and 6 officers for data in depth interviews

Result: The Quality Improvement and Patient Safety Team of the Setiabudi Sub-district Health Center was established in 2017 to implement patient safety standards and for accreditation of health centers. In its implementation, the concept of service quality from the questionnaire which obtained the lowest score, namely tangible of 84.9%, while a different results obtained from the observation approach of customer complaints which mostly came from the responsiveness. On the dimensions of service quality, the lowest score of the questionnaire and observation indicates the same results which came from administrative procedures 84,9%. While the average achievement of 6 patient safety goals January - June 2019 is as follows: identifying patients correctly in the laboratory of 95.45%, improving an effective communication in the ER / 24 hour service of 90.50%, achieved 100% occurs in improving the safety of high alert medications in pharmacy, ensuring right-site, right-procedure, and right-patient in dental and oral health, reducing the risk of health care-associated infections in the ER / 24 hour service, and reducing the risk of patients harmed from falls in the maternity room. This assessment is similar to that conveyed by informants in the results of in depth interviews.

Conclusion: The implementation of the patient safety goals is quite optimal and improving from the previous year. However, in terms of service quality, there are still potentials for improvement, which are responsiveness, tangible, and administrative procedures. Providing excellent service for customers will satisfy customers, thus the customer satisfaction is achieved.</i>